

VALUES-BASED LEADERSHIP SELF-ASSESSMENT

INSTRUCTIONS: This self-assessment is a measurement of how you believe you lead others, and what you see as your own leadership strengths and opportunities for improvement. This self-assessment is confidential so please be as honest as possible. Rate yourself using the scale provided. Please answer all 50 questions so an overall score may be calculated.

Use a No. 2 Pencil, Blue or Black Ink Only

Correct mark: Incorrect marks:

Strongly Agree Agree Undecided Disagree Strongly Disagree

Quality

- 1. Insures that all subordinates are fully trained to demonstrate product/service line expertise.
- 2. Identifies and implements best business practices.
- 3. Maintains the positive reputation of the company.
- 4. Develops and implements error free processes.
- 5. Produces the highest standard of products/services to meet customer needs.

Value

- 6. Ensures that the product/service line provides an excellent value to the customer.
- 7. Produces a product/service line that is a better value compared with competitors.
- 8. Ensures that product/service line remain a good value to customers long after delivery.
- 9. Keeps product and service line cost and price increases proportional over time.
- 10. Provides products/service at an excellent price compared to their actual worth.

Efficiency

- 11. Develops smooth and efficient processes resulting in rapid and accurate fulfillment of customer needs.
- 12. Constantly works to eliminate waste, rework, redundancy or unnecessary decision points.
- 13. Works with process owners to continuously improve systems and processes.
- 14. Ties pay advancement and rewards to subordinate performance.
- 15. Regularly maps, measures and monitors processes.

Timeliness

- 16. Responds to customer needs in minimum time possible.
- 17. Delivers on time and often ahead of schedule.
- 18. Takes all the time the customer requires to fulfill their needs.
- 19. Ensures the customer doesn't have to spend any more time then required.
- 20. Measures timeliness based upon the nature of the process, not arbitrary goals.

Access

- 21. Creates an environment of openness and accessibility.
- 22. Facilitates and encourages subordinates to maximize channels of communication with their customers.
- 23. Ensures access to management and service personnel for all customers/stakeholders.
- 24. Insures customer/stakeholder access to all product/service line information and support.
- 25. Crates single point of access for customers/stakeholders to get their needs met.

Please continue on other side...

Self Management

- | | Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|
| 26. Maintains a professional image and appearance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 27. Has a consistently positive and enthusiastic attitude. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 28. Makes subordinates feel welcome and appreciated. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 29. is attentive and courteous. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 30. Optimizes talents, abilities and personal conduct for the benefit of all relationships. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |

Environment

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| 31. Constantly applies current technology to improve product and service delivery. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 32. Provides resources that support the delivery of quality in all transactions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 33. Provides all subordinates with a clean, safe, well organized and pleasant work environment. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 34. Creates a warm and welcome atmosphere. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 35. Constantly applies best management practices to get the best from subordinates. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |

Teamwork

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|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|
| 36. Facilitates open communication and a friendly attitude among subordinates. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 37. Collaborates well with others/departments in the organization to meet customer needs. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 38. Has skill in planning, facilitating and leading team meetings. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 39. Can rally the subordinates to work cooperatively toward common goals. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 40. Can facilitate high quality decision making, being sure all points of view are heard. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |

Commitment

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| 41. Can be trusted and relied upon by subordinates and customers. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 42. Honestly provides customer and subordinates all information that affects them, up front and on time. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 43. Closely monitors and rapidly provides for customer and/or subordinate needs. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 44. Immediately takes responsibility and corrects whatever outcomes are not achieved. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 45. Demonstrates dedication to a long term relationship with customers/subordinates. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |

Innovation

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| 46. Constantly solicits and implements subordinate's ideas for new changes and improvements to the product/service line. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 47. Identifies and develops the natural talents of each subordinate. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 48. Encourages and rewards workers for their ideas and creativity. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 49. Involves customers and stakeholders in generating improvement ideas. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |
| 50. Performs benchmarking of industry best practices. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | ■ |

THANK YOU FOR FILLING OUT THIS FORM