



AccuVision™ Workplace Success Skills System

GROUP REPORT

For

ABC Organization

Submitted by:



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AccuVision Workplace Success Skills System

SKILL RATINGS AND RANKINGS

SKILL	RANK ORDER	PERFORMANCE LEVEL
Facilitation	2	Average
Influence	1	Average
Commitment to Quality	3	Average
Customer Service Orientation	5	Average
Problem Solving	4	Average
Listening	6	Below Average

n = 106

AccuVision Workplace Success Skills System

FREQUENCY TABLE

SCORE	FREQUENCY	PERCENTAGE
3 out of 10 or less	12	11%
4 out of 10	15	14%
5 out of 10	17	16%
6 out of 10	23	22%
7 out of 10	13	12%
8 out of 10	11	10%
9 out of 10 or more	15	14%

n = 106

AccuVision Workplace Success Skills System

**PERCENTAGE OF PEOPLE SCORING BETTER
THAN 65% OF THE PEOPLE IN THE
ACCUVISION DATABASE**

SKILL	% OF PEOPLE WITH AN X AT PERFORMANCE LEVEL
Facilitation	48%
Influence	36%
Commitment to Quality	41%
Customer Service Orientation	35%
Problem Solving	32%
Listening	0%

n = 106

AccuVision Workplace Success Skills System

**PERCENTAGE OF PEOPLE WITH SIMILAR
SKILL RANKINGS**

SKILL	RANKING					
	1	2	3	4	5	6
Facilitation	23%	16%	25%	19%	17%	0%
Influence	28%	22%	18%	15%	17%	0%
Commitment to Quality	19%	19%	22%	27%	13%	0%
Customer Service Orientation	20%	19%	18%	17%	27%	0%
Problem Solving	18%	20%	19%	21%	22%	1%
Listening	0%	0%	0%	0%	0%	0%

n = 106

**THE FOLLOWING PAGES INCLUDE
THE PERFORMANCE DEVELOPMENT STRATEGIES
FOR THE SKILL(S) WHERE THE GROUP'S
PERFORMANCE LEVEL WAS BELOW AVERAGE.**

ACCUVISION WORKPLACE SUCCESS SKILL DEVELOPMENTAL STRATEGIES

Skill: **FACILITATION**

TASK: **Bring disagreements to the surface. Recommend that each member present his/her idea or plan, while the others play “devil's advocate” with the suggestions. Use this approach to both refine and revise your team's ideas.**

- Whenever possible model open and non-defensive behavior when dealing with team members with different or contrasting opinions.
- Before disagreeing with others, restate what you believe to be the other person's opinion. Make sure that differences/conflicts are not simply a matter of misunderstanding or miscommunication. When other team members disagree with one another, require them to do the same.
- Ask other team members to keep their discussions focused on the task at hand rather than focusing on personal differences or personality traits. Encourage them to look at conflict as a difference of ideas or approaches rather than a “personal” conflict.
- Ask team members to carefully explain their positions in order to clarify differences of opinions, and have them attempt to understand the goals that each team member is trying to reach.
- Identify training opportunities related to: conflict resolution, negotiation skills, and group involvement processes.

ACCUVISION WORKPLACE SUCCESS SKILL DEVELOPMENTAL STRATEGIES

Skill: **INFLUENCE**

TASK: **Suggests alternative work methods and procedures to co-workers aimed at enhancing their individual performance or that of the overall work group.**

- Don't always wait for your supervisor to take action aimed at improving procedures. In many cases, you and your teammates are more familiar with the hands-on, day-to-day functioning of the team and know what the problems are, which ones are most critical, and how they can be dealt with most efficiently.
- Introduce actions that partially improve operations, safety, or security even when an “ideal” or most preferred solution is unavailable.
- Be willing to take responsibility for suggesting/recommending modifications to present operational activities and procedures in order to increase the effectiveness of the work team.
- Communicate to your team members that improvement is a continuous process and needs to be an expectation and responsibility of all group members.
- Seek input from others regarding how best to improve current operating procedures.
- Encourage all your fellow teammates to participate in discussions regarding possible changes and improvements. This is especially true if the proposed changes may in some way impact the manner in which they perform their jobs.
- Identify training opportunities related to: total quality management, problem solving, continuous improvement, trend analysis, etc.

ACCUVISION WORKPLACE SUCCESS SKILL DEVELOPMENTAL STRATEGIES

Skill: **INFLUENCE**

TASK: **Description: Provides co-workers with feedback on their work quality, productivity, etc., which affects own work activities.**

- Feedback is most effective and best received when it is behaviorally specific. Discuss behaviors and results that occurred (or did not occur). Vague generalizations (e.g., “the report is poorly written,” “you need to be more helpful,” etc.) are difficult for others to understand and usually lead to little change on the part of your fellow team members.
- Make feedback a two-way process. After discussing a problem or issue, ask your co-worker for his/her perceptions of the causes, what can be done to improve the situation, etc. Avoid simply lecturing. To the greatest extent possible, create a mutual problem-solving atmosphere.
- Feedback and coaching are most effective when done relative to pre-specified goals, objectives, standards, or criteria. Make sure you know what they are (talk to your supervisor) before you critique another co-worker's performance.
- Create an environment where “discussion” is routine. Once team member feedback is seen as “O.K. by your fellow teammates they will be less defensive and more likely to accept criticism in a positive manner.
- Specifically ask how you can be of assistance before offering advice and opinions. The team member may have already received similar feedback from your supervisor and/or other team members.
- Create opportunities for feedback to occur. Set up a team member discussion group to review what happened, what should have happened, and what didn't at the completion of each major assignment.
- Identify training opportunities related to: how to provide effective feedback, coaching, and counseling.

ACCUVISION WORKPLACE SUCCESS SKILL DEVELOPMENTAL STRATEGIES

Skill: **COMMITMENT TO QUALITY**

TASK: **Demonstrates a concern for providing quality services and products.**

- Maintain ownership for handling the customer's (internal or external) needs. Even though you may be required to involve others in gathering information or obtaining approval for certain actions, indicate to the customer that you will take the actions necessary to ensure his/her satisfaction with the purchases as well as the service they received.
- In certain cases it may be necessary for you to go beyond what you normally consider to be your job duties in order to assist a customer with special needs. For example, you may need to interact with departments or individuals that you normally wouldn't interact with to solve a customer's problem.
- If you don't possess the knowledge or background required to personally assist a customer, be proactive by referring them to someone who can help them. There is nothing more unpleasant than for a customer to hear the phrase "don't know" Or "I can't help you with that."
- Remember that offering quality services and products is your first priority. Customers want to feel that you are sincere in your desire to help them and that they are not interrupting your "real" work.
- Recognize that in order to provide quality service and products, you must first assess the specific needs and requirements of your customers.
- In some situations, policies or procedures may not allow you to comply with a customer's request. However, alternative courses of action may allow you to fully or partially meet the actual needs of the customer.
- Keep in mind that pursuing new skills and additional training is valuable for your growth as an employee and leads to higher self-esteem, job satisfaction, and in general, a greater variety of work possibilities.
- Identify training opportunities related to: quality improvement processes, decision making, and process improvement.

ACCUVISION WORKPLACE SUCCESS SKILL DEVELOPMENTAL STRATEGIES

Skill: CUSTOMER SERVICE ORIENTATION

TASK: Responds in a positive and constructive manner to problems/concerns raised by others.

- Make sure that others view you as approachable. Encourage others to ask you for assistance or advice. Appear flexible.
- When trying to understand a specific need/concern, determine such factors as how often the problem occurs, under what circumstances does the problem arise, and what are the consequences of not successfully addressing the need/concern.
- To avoid misunderstandings and offer the proper type of assistance restate, in your own words, what you perceive the individual's major needs/concerns are and ask him/her if your perceptions are correct.
- Analyze each interaction in terms of your ability to effectively identify the individual's needs/concerns. Seek input from your supervisor and discuss any differences between your perceptions and your supervisor's.
- For future reference, write down information concerning the problem situation or concern.
- Make use of co-workers when trying to come up with solutions to problems. Group problem solving often yields better solutions than an individual could produce by working alone.
- Make a mental list of commonly occurring problems/situations that you have trouble handling. Discuss ways of handling the problems/situations with more experienced co-workers.
- From time to time, you may be called on to handle a problem or complaint involving another employee from your team. Take ownership for resolving the problem. Avoid placing blame on others or simply transferring responsibility to the employee in question. If necessary, advise the teammate in question of the outcome of the situation.
- Learn to recognize which types of concerns/requests/problems should receive priority status, and which types are considered routine. Seek advice and input from experienced co-workers on which factors or issues make up a "priority" situation or request.
- Ask questions in an open-ended manner. Questions such as, "Can you tell me more about the problem?" will enable you to gather more detailed information than asking questions that have simple "yes" or "no" answers.

ACCUVISION WORKPLACE SUCCESS SKILL DEVELOPMENTAL STRATEGIES

Skill: **PROBLEM SOLVING**

TASK: **Identifies work methods/procedures that inhibit optimal work performance.**

- Seek advice and input from co-workers and supervisors who have experience and a proven track record. It's unlikely that you are the only person who has experienced a particular problem.
- When attempting to determine the cause of a problem or evaluate possible courses of action, make a list of the relevant information available. Then review the list to determine what, if any, additional information should be obtained before final decisions can be made.
- Make use of others in determining problems and generating solutions. "Group thinking" often yields better solutions than would be generated by only one individual.
- When assessing problems/opportunities, consider the effect of the problem or potential improvement on others beyond your immediate work area (e.g., other work stations, other departments, etc.).
- Identify training opportunities related to: quality improvement processes, decision making, and process improvement.