

The Hull Explanation

Specializing in human relations and organizational development, facilitation, training, and speaking

The Low Down on Affordable Feedback:

What you don't know will hurt you...

Wouldn't it be great if you could get employees to exceed your expectations? Are you afraid to give criticisms to help improve your employees performance? Our clients are thrilled with the results of Affordable Feedback as it uncovers the hidden solutions to your questions on employee performance.

Affordable Feedback is an assessment tool that measures the key behaviors that are most important in growing your organization. It tells you how well employees are performing these behaviors. Often we are not sure how to give feedback effectively, therefore employees continue to do what they have always done. Affordable Feedback allows you to pinpoint needs and further develop your employees strengths.

What is Affordable Feedback (AF)?

- ◆ AF separates and combines scaled ratings from various sources, such as management, coworkers, customers and peers to evaluate work performance.
- ◆ AF produces accurate results in areas of individual and group competence essential for profitability.
- ◆ AF is an efficient tool for assessing personal leadership, communication, and team interaction skills.
- ◆ AF is comprehensive, detailed and provides accurate measurements of human performance.

"The roots of true achievement lie in the will to become the best that you can become." Harold Taylor

The most common feedback assessments focus on:

- ◆ Executive leadership and management
- ◆ Employee satisfaction
- ◆ Team interaction and interpersonal communication
- ◆ Sales and customer service
- ◆ Performance feedback

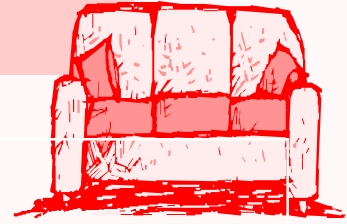
Uncover and discover with Affordable Feedback :

- ◆ **Organizations**, that seek to be the best, utilize and accept feedback as a strategic advantage. Employees must know where they are strong and where they need to develop.
- ◆ **Pinpoint training needs** by uncovering individual, organizational, or team interaction strengths and challenges. The most useful kind of feedback, and the hardest to accept focuses, on team and individual improvement.
- ◆ **Achieve enhanced business results** by measuring and evaluating different dimensions of work performance and quantifying results.
- ◆ **Custom designed** to fit your particular needs; including questions, ratings, and comments.

Does your current performance feedback ...

- ◆ Request comments after every item?
- ◆ Give you a gap analysis between two different scales, satisfaction and importance?
- ◆ Perform a scatter analysis indicating how many people gave what score for an item?
- ◆ Define your greatest strengths, as well as your biggest challenges?
- ◆ Give recommendations for improvements?

The "HR" Couch



Dear Dr. Mimi:

I am currently using a feedback survey where I'm rated 1-10. If someone rates me a 6 and another person a 9 what am I really?

~Concerned Employee

Dear Concerned,

You are both. Each person has their own perceptions of you. If your feedback includes comments this will clarify what the numbers really mean. With Affordable Feedback, our clients receive a scatter analysis indicating how many people gave what scores for each item. Our clients use the written report along with the compilation of commentary and summary responses to uncover individual and/or team strengths and challenges. With this information you can create an individual development plan to improve your competencies.

Dr. Mimi

“ Perceptions may not be reality but, it's what we use to make our decisions.”

~Unknown~

Dear Dr. Mimi:

I have been looking into ways I can get feedback on my employees performance, but it seems too expensive and time consuming what should I do?

~Hesitant HR Manager

Dear Hesitant,

Our clients recognize the importance of feedback. This is an investment both in time and money. The ability to customize a feedback program is essential for any organization. It is our belief that with Affordable Feedback you receive the most accurate data, at the best price, to promote a climate of open, honest communication.

Dr. Mimi

Five Traits of Effective Leaders

- 1) Do let your employees know when what they are doing isn't working.
- 2) Do take action by giving effective feedback.
- 3) Do listen to employees solutions to challenges.
- 4) Do ask employees for their feedback at team meetings to enhance leadership and involvement.
- 5) Do survey employees and customers to proactively solve their problems.

HULL & ASSOCIATES

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