

Leadership  
Development  
On-Line  
Inventory Assessment



ChartLearningSolutions.com



# What is a Skills Inventory Assessment?

A Skills Inventory Assessment is a detailed report of skills, talents, and behaviors that rank areas of competency and opportunities for development in multiple report displays compared to industry averages. This may be used as a self-assessment tool by individuals or a 360° feedback tool. Leaders stay in peak performance by constantly honing their skills to stay on track so that they can best serve their employee and stakeholder needs.

## CHART Reports Measure Results

CHART's reporting provides individuals a summary of skills in ranked order, a hierarchy from strengths to development needs, industry comparisons, and performance issues as follows:

- Pin-points 60 areas of strengths and opportunities for development
- Compares scores to industry averages
- Surveys abilities, assets, and resources for service excellence
- Organizes a strategic approach for skill improvement based on real needs
- Eliminates ineffective habits and behaviors
- Saves valuable time in managing performance—coaching to specific needed areas
- Motivates behavior towards measurable goals
- Diagnoses skill deficiencies, errors in perception, and gaps causing poor performance
- Provides a behavioral measurement tool for tracking performance
- Creates accountability
- Eliminates service complaints, errors, and sales slumps
- Develops peak performance
- Convenient, emailable self-reports immediately generated in multiple configurations

No matter how much experience we've had, we all have strengths, limitations, and developmental opportunities. No one is perfect all the time. We all need to assess what's consciously *and* unconsciously lacking in our skills or behaviors if we are to optimize our energy, time, and resources.

*Now is the time to assess where you are in your career.*

Beginner, intermediate, and experienced pros will all benefit from learning not only the process of achieving Off-the-Chart Leadership Results™, but also the skills, attitudes, and behaviors necessary to create peak performance. Off-the-Chart Leadership Results™ is based on 60 years of combined research to provide you with insights that literally soar “off-the-chart,” beyond imagined expectations.



# Leadership Skill Overview

## Leadership and Management Effectiveness Gap Analysis

Today's leaders and managers need continuous skill assessment and feedback in order to work at peak productivity and remain competitive. Chart Learning Solutions' Leadership and Management Effectiveness Skills Inventory Assessment not only measures the 12 critical areas of leadership and management competency, but also reveals the sequence in which they take place in order to drive desired results. This is a 60-question self-scoring tool to diagnose strengths and opportunities for improvement in coaching leadership performance, and/or evaluating perceptions of peers as a 360°. You may also request access to our Leadership Development eLearning programs that provide one-to-one learning elements for each assessment question in the form of Tutorials, emailable interactive Application Activities, quizzes, and final exams.

### **STAGE 1: Setting Direction**

1. Time Management
2. Project Management
3. Change Management

### **STAGE 2: Providing Help**

4. Coaching and Mentoring
5. Expertise and Employee Retention
6. Career Development

### **STAGE 3: Navigating Challenges**

7. Problem Solving
8. Influence
9. Ethics

### **STAGE 4: Continuously Improving**

10. Critical Thinking
11. Responsible Initiative
12. Rewards and Recognition

Chart Learning Solutions' blended learning on-line training is also available for each skill area. Four types of emailable reports are immediately generated upon completion with comparisons to industry averages. Approximate time for completion: 10 minutes.



# Leadership Development Inventory

## 1. TIME MANAGEMENT

Missions/Goals/Manage "A" Priorities  
 Eliminating Time Wasters  
 Scheduling SMART  
 Finding Hidden Time  
 Maximizing Productivity

## 2. PROJECT MANAGEMENT

Intro to Project Management  
 Project Definition  
 Project Planning  
 Project Implementation  
 Project Closure

## 3. CHANGE MANAGEMENT

Understanding Change  
 Initiating and Leading Change  
 Four Stages of Change Transitions  
 Communicating Through Change  
 Leading Non-Stop Change

## 4. COACHING AND MENTORING

Getting the Right Help  
 Mentoring Peers  
 Coaching Peers  
 Self-Coaching  
 Giving and Receiving Feedback

## 5. EXPERTISE/EMPLOYEE RETENTION

Depth and Breadth of Knowledge  
 Confidence in any Situation  
 Leadership Credibility  
 Hiring the Right Talent  
 Retaining the Right Talent

## 6. CAREER DEVELOPMENT

Overcoming Workplace Barriers  
 Assertiveness  
 Meeting Skills  
 Conflict Management  
 Moving Up the Ladder

## 7. PROBLEM-SOLVING

Early Problem Recognition  
 4 Stages of Creative Problem-Solving  
 Defining/Analyzing Problems Accurately  
 Confident Decision-Making  
 Crisis Resolution

## 8. INFLUENCE

Appropriate Use of Power  
 Five Influence Techniques  
 Getting Others to Follow Your Lead  
 Unpopular Positions  
 Win-Win Negotiation

## 9. ETHICS

Introduction to Ethics  
 Employee Ethical Responsibilities  
 Ethical Dilemma Decision-Making  
 Ethical Problem-Solving  
 Leading Ethical Conduct

## 10. CRITICAL THINKING

Introduction to Critical Thinking  
 Managing Deception and Fallacies  
 Persuasive Arguments  
 Checklists for Rational Decisions  
 Optimal Understanding: Explanations

## 11. RESPONSIBLE INITIATIVE

Personal Leadership  
 Initiative for Responsible Results  
 Achieving Results with Others  
 Personal Accountability  
 Overcoming Workplace Obstacles

## 12. REWARDS AND RECOGNITION

Giving Rewards and Recognition  
 Self-Appreciation  
 Appreciative Inquiry  
 Customer Appreciation  
 Empowered Compliments

