



## Outcome

The solution allowed HR and managers to find a solution that works for both sides. Managers integrated the system into practice in a lasting way and without resistance. *“We appreciated the breakthroughs on the back end of the transition to a new evaluation process. It was really hard to get to our managers and make them see the value of the new system. This workshop really gave them the perspective they needed in order for them to make the evaluation process work with their own management style.”*

- Industry: Defense Industry
- Solution: Team Business results: Extraordinary Mentoring™
- Focus: Getting managers to use new evaluation system
- Other deliverables: KCI’s Solution Assessment™, report and execution process

## Getting Evaluating Managers to Use Formal Assessment Process as a Tool for Employee Development and Employee Engagement

A large Defense Systems Corporation was trying to get managers to adopt new evaluation procedures. *“There is no real system for evaluation in use. Right now very few managers are using our structured evaluation process with their teams. We have no real criteria for employee development but managers are resisting a more formal process saying that it is contrived and inefficient. They’d much rather just give promotion recommendations but on a strategic HR level we need standardization.”*

Managers did not want the new evaluation system to have a negative effect on the informal relationships they built with their teams.

Managers participated in a workshop that led to the acquisition of the invisible abilities needed for them to adopt the new evaluation process. All managers used formal evaluation process in a way that engaged employees and felt very authentic to managers. Process was complete in 6 weeks.

- Team building results are offered in a variety of skill specific topics including but not limited to: sales, customer service, leadership and time management
- There are no offsite costs and the process is seamlessly integrated into the team’s daily work routines
- Managers facilitate the acquisition of new skills in the team, establishing a 95% success rate without the expert ever meeting or interacting with the team
- Based on a neurological process that accelerates the five steps the brain takes to acquire something new in a lasting way
- Dramatic change is visible within weeks and results are lasting.