



WashBox Management Simulation

Report for John Smith

Prepared by WashBox Ltd

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This is a feedback report for John Smith, prepared on 30 June 2010

This feedback report is based on the management simulation exercise **WashBox** which has been validated against a management reference group.

Feedback is based on the answers given by yourself and reflects how you undertook the exercise compared to the test group.

Your feedback is split into the 5 key competencies of the National Occupational Standards for managers and then broken down into 17 different job related areas.

Your role may have a bias in a number of these job related areas and not others, this may be reflected in the feedback given.

Please consider the feedback given and discuss results with your line manager.



Providing Direction

You are clearly above average in relation to the comparison group.

You like to take the lead and be in charge, telling others what to do. You enjoy taking charge and like to manage and direct people. If a group needs a leader you will aim to fill this role. You may come across as directive or domineering in some roles, but are prepared to take responsibility on your own shoulders. You generally focus on detail and like to be methodical, organised and systematic. You may become preoccupied with the detail. You like to work in a tidy way keeping paper work and records in order.

In this exercise, you have shown that you have a fairly good and balanced approach to planning, monitoring and controlling situations.

Planning

You show reasonable planning skills typical of your comparison group.

You show moderate skills in identifying and scheduling activities and resources in order to meet objectives. If this is important in your role, you need to consider how you approach planning.

Managing and Control

You show an extremely high level of skill in your ability to measure and report progress. You show a very high level of skill in using corrective action where necessary, to ensure quality.

Stakeholder Management

You show an extremely high level of skill in your ability to manage the expectations of stakeholders in terms of their roles and responsibilities. You show reasonable skills in motivating stakeholders when required to ensure appropriate engagement and commitment is undertaken.

Supplier Management

You are clearly below average of the comparison group in your ability to work with and manage external suppliers.

If supplier management is important in your role, you need to consider how you approach this in the future. It is advised that you undertake training in this area.



Facilitating Change

You are just below average in relation to the comparison group.

You have shown that you tend not to pressure others to change their views and are uncomfortable in negotiation. Selling is not one of your strong points, as you tend to prefer to give people space to make up their own mind rather than force your views on others and you may feel uncomfortable in a hard sell situation.

You are probably consistent in your approach with other people but may not always take into account your audience when talking. Others may see you as predictable in your behaviour. Your style may soften or moderate, where there is a clash of ideas.

You may have a clear vision but not always be able to help people understand the commitment required.

Governance

You are typical of the comparison group showing an average ability to put in place formal, workable complex projects and programmes.

You show a reasonable approach to challenge and question the business about governance arrangements. If governance is integral to your role, you need to consider how you approach this in the future.

Deliver on Commitment

You show a moderate approach to commitment, in organisation and prioritisation relating to agreed deadlines or standards. If delivering on commitment is integral to your role, you need to consider how you approach this in the future.

Contract Management

You show an extremely low ability to define and review complex contracts/business cases and schedules to manage work delivery against such contracts.

If contract management is integral to your role, you need to consider how you approach this in the future. It is advised that you undertake training in this area.

Establishing the Vision

In undertaking this exercise you have not shown how the vision of the business is important to you.

If establishing the vision is integral to your role, you need to consider how you approach this in the future. It is advised that you undertake training in this area



Working with People

You are clearly above average in relation to the comparison group.

You are interested in the welfare of others and prepared to make allowances for people at work with personal problems. You may be seen by others as tolerant and sympathetic with a listening ear.

You may find it difficult to walk away from situations in which you have become personally involved. You will take into account the feelings of others when you make decisions.

In this exercise you have shown a distinctly balanced approach in dealing with the different issues and have shown that client care is important to you.

Communications

You have shown a very high desire to express ideas, gain explanations or opinions in a way that is appropriate to given situations. You have demonstrated an extremely good style in being constructive, assured in a non-confrontational manner.

Client Relations

You have shown a strong desire to build & maintain effective client relationships and to produce successful business performance results.

Issues Management

You have demonstrated a reasonable approach to establishing and managing issues. You have demonstrated a moderate approach in considering processes to produce reports for projects / programmes / activities. If issues management is integral in your role you need to consider how you approach issues in the future.



Using Resources

You are just above average in relation to the comparison group.

You find looking at critical problems or limitations interesting, but probably do not enjoy reviewing information solely for its own sake. To ensure you come to a good decision you will analysis a problem with supporting facts by asking others to assist and support you.

You have shown innovation and have a strong tendency to build on the ideas of others. However you have also shown strong creative thinking. In this exercise you have shown that when you consider a problem you have a reasonable tendency to aim high to find a solution with the aid of the resources around you.

Problem Solving

You have an above average approach to contributing to common purpose and objectives.

You have a distinctive approach to collaborating effectively with others. You have a strong tendency to share information, and create and contribute to a positive team environment.

Project Planning

You have shown a distinctly good approach in your ability to select, implement & operate planning tools. You have a strong desire in producing & maintaining plans.

Analysis and Problem Solving

Typical of the comparison group, you have shown a reasonable approach in your ability to identify, investigate and resolve problems through gathering the necessary information. If analysing and problem solving is important in your role, you need to consider how you approach this in the future.

Prioritising

You have shown a distinctly good approach in your awareness to prioritise effectively. Given that prioritising is an important skill and you have scored high you should find that other skills are more easily undertaken.



Achieving Results

You are just above average in relation to the comparison group.

You have a strong approach to numbers and like to make decisions backed by some data, although you can operate on opinion and less quantifiable data. You have shown that you value undertaking tasks where data is required.

It appears that you are usually a supporter of rules and procedures and will use these to ensure the correct information is gathered to solve a problem within agreed guidelines. However you are prepared to go outside the norm when required.

In the exercise you have shown quite good use of financial acumen giving a balance to your answers.

Financial Acumen

You have shown a strong ability in demonstrating awareness of financial issues and terminology. You clearly understand the implications of requirement changes on a business case or contract. This suggests you commit to financial controls and forecasting, including managing for business performance and profit.

Estimating

You have shown no understanding or awareness of your skill to develop detailed and reliable estimates, regarding resources, cost and timescales.

If dealing with estimates is integral in your role you need to consider how you approach this in the future. It is advised that you undertake training in this area.

Achieving Results

Typical of the comparison group, you have shown a reasonable approach in your ability and awareness to analyse and anticipate sources of risk.

If assessing risk is integral in your role you need to consider how you approach this in the future.