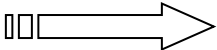


Assessments: Identify Your Needs in Three Areas

The objective of a Needs Assessment is threefold – to gain: 1) *measurable data* [both quantitative and qualitative], 2) *insight* into individual needs and issues, and 3) *buy-in* for the project from everyone in the organization.

PROCESS	Execute Your Vision	Technological Productivity	Technology Infrastructure and Utilization
<p>An ASSESSMENT answers the questions ...</p> 	<p><i>What do we need so that all staff willing and able to execute the organization's vision?</i></p> <p>Covers: <i>Leadership, Communications, Technological Productivity, Opportunity Identification, Cultural Environment, Management Skills</i></p>	<p><i>What do we need so that all staff has confidence, competence and skill in using and maintaining technology?</i></p> <p>Covers: <i>Office Suite, Internet, Email, Voice Mail, Preventive Maintenance, Organizing and Sharing Files, etc.</i></p> <p><i>15 areas of technology</i></p>	<p><i>What can be done to maximize the utilization of the technology investment we've already made?</i></p> <p>Covers: <i>Operating system / application software, information technology support, connectivity of network, Internet & broadband accessibility, video / voice communication opportunities, hardware (telephony, hubs/switches), media.</i></p>
<p>A. Communication: Assist in communicating the project to each participating organization – beginning the buy-in process.</p>	<p>1 page letter</p>	<p>1 page letter</p>	<p>1 page letter</p>

Assessments

B. Executive Interviews: Hold individual interviews with each member of the senior management team and selected members of the contracting company.	8-12 interviews (everyone on senior team) 30 – 60 minutes each	5-7 interviews (selected management) 30 – 60 minutes each	3-5 interviews (IT, Executive Mgt) 30-60 minutes each
C. Roundtables: Conduct targeted roundtables (and individual interviews where necessary) with representatives from every department.	1-3 roundtables 1 hour each	1-2 roundtables 1 hour each	None
D. Survey: Measure the skill levels of all staff members in selected assessment areas such as: communications, technology and leadership.	2 employee surveys (35-50 questions each)	1 employee survey (35 questions each)	Checklist of 10-15 items per area.
E. Analyze Data: Calculate, sort, prioritize data. Identify targets and gaps for each area.	Multiple cuts of information	Multiple cuts of information	Multiple cuts of information
F. Report: Develop a detailed report of findings, problems, impacts, recommendations.	15-25 pages Plus attachments	10-15 pages Plus attachments	10-15 pages Plus attachments
G. Presentation: Meet with the Executive / Senior Team to go over the findings, data and recommendations. Help them understand the impacts and establish priorities.	1-2 hours	1 hour	1-2 hours

Facilitate Findings, Develop Action Plan

Once the report has been generated, the Executive Team (Center and Corporate) will need to understand the findings, prioritize the issues and develop an action plan. We are willing and able to facilitate each of these steps and take primary responsibility for creating a strategic action plan for their approval. We can also assist the senior team in communicating the results of the assessment to the entire organization.