



LEADERSHIP TRANSFORMATION TALKING POINTS GUIDE: INFORMAL ASSESSMENTS

At a local level, leaders, managers, and others can gather information and feedback informally in the course of day-to-day business interactions. If managers are equipped with this guide, a considerable amount of useful information can be gathered quickly, and informally—along with ideas for course corrections.

Overall impact: Is the change achieving its goals? How is it going? What do the results look like? Where are the successes and the shortfalls? Which most needs to be addressed?

Clarity of purpose: How well understood are the reasons for the change? Do you clearly understand the purpose and nature of the change? Do you understand your role in making the change successful? What information is unclear or incomplete? How could the purpose have been better communicated?

Reactions to process: What is the level of satisfaction or resistance? In general, is the transition progressing smoothly for you and your team? Do you feel the transition is being managed well? Has your manager been keeping you informed and involved? Are you getting support for the challenges the change creates?

Resource needs: What is needed to provide effective support? Are you and your team effectively managing any increased workload? Do you have the resources (e.g., people, equipment budget) you require? Are you (or your team) receiving needed support? Do you (or your team) have access to the necessary training?

Input and comments: What other ideas do stakeholders have? What obstacles or issues need to be addressed? What questions still need to be answered? Do you have any other opinions you would like to share? Do you have any other ideas for how we might move the process forward?