



Management Diagnostic Tools



MANAGEMENT DIAGNOSTIC TOOLS

A suite of diagnostic and evaluation tools to improve the effectiveness and productivity of your organisation.



Australian Institute of Management

LEADERSHIP MATTERS

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DiSC BEHAVIOURAL PROFILING



COMMUNICATION IS THE KEY

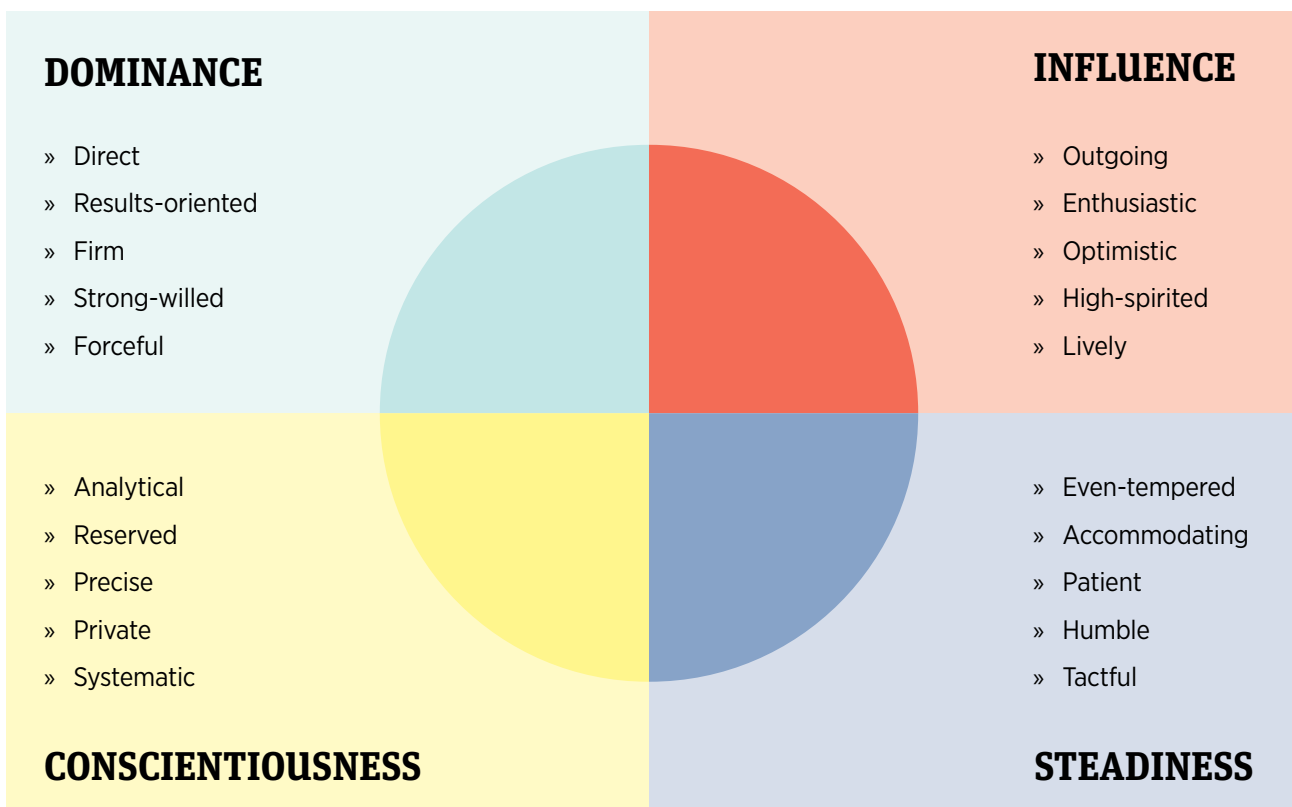
Communication is vital to the success of any business. Communication with consumers and potential customers is crucial, but communication between the staff is the lifeblood of your success. By understanding how each member as an individual communicates you will improve the efficiency and culture of your organisation, leading to vibrant and successful teams.

Everything DiSC allows you to understand yourself and others better.

WHAT IS DiSC®?

Everything DiSC comprises a suite of (survey-based) profiling tools, which categorise people based on four personality dimensions. The results are used to build a profile of the participant, including tendencies, needs, preferred environments and communication styles.

The DiSC profile is conducted online, where participants are asked to look at several sets of words and determine which of the words best describes their response in specific situations.



WHY USE DiSC PROFILING TOOLS?

DiSC profiling tools can be used to assist a broad range of activities within an organisation to develop key talent:

- » Managers, leaders and individuals become aware of their strengths, how to better focus their activity and know where they need development.
- » Sales teams can learn about themselves and how to best communicate with their clients or prospects leading to improved cut through and sales.
- » Managers understand their team and can use the results to allocate tasks, communicate objectives and conduct difficult conversations to drive greater efficiency.
- » Leaders can discover the things that need to be worked on *now* and the strategies they need to improve their leadership effectiveness with immediate actions.
- » Improved understanding leads to improved communication, leading to an improved workplace culture and improved retention of staff.

“DiSC profiling has proved a valuable tool which assists supervisors to assess communication styles to engage stakeholders and provide effective feedback. It has also allowed them to learn more about individual personality traits to improve communication, productivity and teamwork.”

Craig Doyle

CEO | Mackay Regional Council

MODULES

EVERYTHING DiSC® WORKPLACE

- » Discover your own style
- » Build effective relationships
- » Accessible to anyone regardless of title or level

EVERYTHING DiSC® MANAGEMENT

- » Discover your management style
- » Learn how to read different styles in your team
- » Adapt your management style to effectively manage your team

EVERYTHING DiSC® SALES

- » Discover your sales style
- » Recognise your customers' styles
- » Build more effective relationships with your customers

EVERYTHING DiSC® FOR LEADERS

- » Combine the simplicity of a 360° feedback model (see next page)
- » Access 3 strategies for improving leadership effectiveness

EVERYTHING DiSC WORK FOR LEADERS®

- » A new tool that approaches leadership as a 'one-to-many' relationship
- » Uses a framework of Vision, Alignment and Execution

360° FEEDBACK SURVEYS

ARE YOU SELF-AWARE?

Being aware of our own behaviour is difficult and understanding the impact it can have on others is one of the greatest challenges an individual can face. While we each want to believe we are able to understand ourselves, it can take outside honest assessment to truly know what we are doing well and what needs working on.

360° feedback surveys help organisations identify any gaps in the company's management and leadership to help them improve themselves and the organisation.

WHAT DOES USING 360° FEEDBACK TOOLS THROUGH AIM ENABLE YOUR ORGANISATION TO DO?

- » Demonstrate key improvement areas to your team members that might be limiting their upward career path or causing major conflict within a team.
- » Provide a powerful benchmark to evaluate performance across the entire organisation and feed into the organisation's performance review process.
- » Assess individuals against competencies from established and respected management model.
- » Capture management competencies before and after using the learning & development programs in order to measure their effectiveness.

TYPES OF 360° FEEDBACK TOOLS



LPI 360

- » Leadership Practices Inventory (LPI)
- » Based on Jim Kouzes and Barry Posner's *The Five Practices of Exemplary Leadership*® model
- » Leaders and senior executives will benefit from the LPI 360



AIM 360

- » Measure frontline and middle managers' capabilities against ten key management capabilities
- » Customise the capabilities and their statements to tailor your organisation's needs (additional costs may apply)
- » Can be done before and after a development program to track effectiveness (additional costs apply)

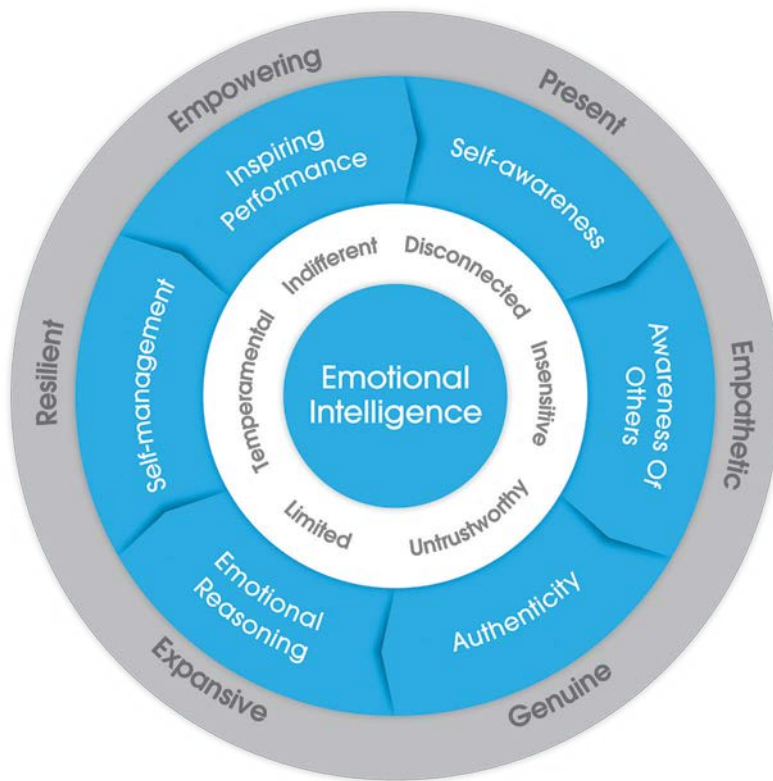


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GENOS EMOTIONAL INTELLIGENCE



WHAT IS EMOTIONAL INTELLIGENCE?

Emotions play a huge part in our day-to-day interactions with each other. It is no surprise that organisational research has found that there is a direct correlation between an individual's feelings and their performance.

The set of skills that help individuals understand emotions (in themselves and others) and the way they affect our interactions is called emotional intelligence (EI). A leader's ability to understand emotions and how they guide actions and behaviours is the key to improving 'soft skills.' Genos provides the key to this understanding.

WHAT IS GENOS?

The Genos EI leadership feedback model asks leaders (and their observers) to rate themselves on how effectively they use their emotional intelligence in their role. The Genos Emotional Intelligence Leadership Feedback report then provides the leader with the necessary insight into their emotional intelligence by comparing the importance of the competencies in the model with how well they demonstrate them in the workplace.

Improved understanding leads to improved communication, leading to an improved workplace culture and improved retention of staff.

WHY USE GENOS?

Observers complete the survey in addition to your own self-assessment, giving you a broader understanding of your strengths and weaknesses and the impact they have on your team.

Managers, leaders and individuals become aware of their strengths and challenges. A consultant will work with you to set smart, actionable goals to improve your emotional intelligence.



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ORGANISATION CAPABILITY BENCHMARKING

FACE YOUR FEAR!

Organisation Capability Benchmarking (OCB) offers the rare opportunity to compare organisational performance with some of the best-in-class companies across the country. Based on comprehensive research from the Australian Management Capability Index (AMCI), companies can identify capability gaps and understand how filling them improves their competitive edge.

WHY USE ORGANISATION CAPABILITY BENCHMARKING?

OCB offers a comparison between your organisation and other best-in-class companies around the country. By finding examples of superior performance and understanding the process and practices that drive that performance, you can tailor and incorporate what you learn into your own operations.

Leverage the knowledge gathered from over 420 organisations across the country to make decisions for your own business. By identifying and bridging any capability gaps, you'll make a direct contribution to your sustainable, competitive advantage.



Gain strategic advantage.
Benchmarking helps companies focus on capabilities critical to building strategic advantage.

HOW DOES IT WORK?

STEP 1:

Select a small group of senior executives in your organisation to complete the questionnaire.

STEP 2:

Our Research team will then analyse the results and produce a confidential and easy-to-read report, which highlights your organisation's strengths and areas for improvement.

STEP 3:

One of our Corporate Solutions Managers will come to your organisation and present the report and explore learning and development programs that will boost your management capability score.



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TEAM MANAGEMENT PROFILE

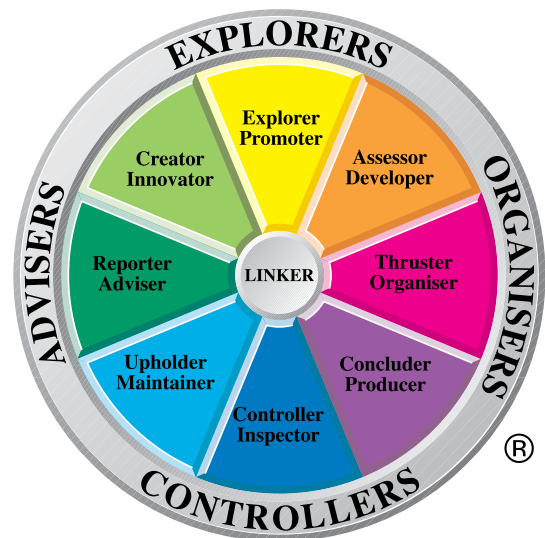
HIGH PERFORMING INDIVIDUALS = HIGH PERFORMING TEAMS

It is no secret that when an individual's job-preference matches their actual position, they will be more likely to enjoy their work, develop the necessary skills and perform well in their role. When this balance is achieved for multiple individuals, you will have a high performing team.

The Team Management Profile (TMP) gives organisations the necessary insight to realise this goal.

WHAT IS THE TEAM MANAGEMENT PROFILE?

The Team Management Profile is a 60-item questionnaire that highlights an individual's major area of work preferences and two related areas on the *Margerison-McCann Team Management Wheel*, which then provides insight into the individual's leadership strengths, decision-making and interpersonal skills, and team building preferences.



WHY USE THE TMP?

Understand where everyone in your team fits and properly align tasks and roles to those that will enjoy and thrive in them.



Raise awareness of leadership strengths to give new leaders the confidence to manage their team and remind current or more experienced managers of why they were successful.



Look deeper into why you have made certain decisions to understand why they led to particular outcomes.



Identify what you like about dealing with people in order to make lasting interpersonal relationships.



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For 75 years, the Australian Institute of Management has been helping people become better managers, and managers become great leaders.

With more than 12,000 individual and corporate Members, the Australian Institute of Management is the peak body for managers and leaders.

Join AIM and you can instantly join a network to become a better manager and better leader for a better society - and get connected on a whole new level.



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