

GKPsy Evaluation Case History

Blue-Chip Financial Services Organisation

This started as a two year assignment to impact attitudes and motivation at this already high performing client. The results are evaluated using assessments completed by delegates before and after New Impetus.

Evaluation Method

Delegates score their level of agreement with a series of statements which embody the assignment objectives, the movement in scores over time reflecting the impact the programme is making. The criteria statements are:

1. As leader or manager I am able to dramatically improve my team's performance
2. My behaviour and communication style has a direct impact on my colleagues' performance
3. Praise and encouragement by me will improve my colleague's performance
4. I choose my attitude and it is not affected by external pressures or events
5. I am in control of my own level of motivation and can influence it at will
6. I am able to sustain new behaviours which impact my effectiveness in the workplace
7. I am able to achieve stretching and demanding goals
8. Most of the time I am in control of how I feel
9. On a scale of 1 (low) to 10 (high) my confidence and self-belief are:
10. On a scale of 1 (low) to 10 (high) my workplace performance potential is:

Self-Assessment Scores

In the group evaluated six weeks after the start of the programme:

- Individual delegates' total scores improved by 37% on average
 - improvement range was 5% to 63%
 - 76% of delegates improved by over 25%, 43% by over 40%
- Average delegate improved against 90% of criteria
 - 52% of delegates improved against 100% of criteria
- Average improvement for each criteria across all delegates was 45%
 - improvement range was 17% to 92%
 - 9 criteria improved by over 36%, 3 by over 50%

Conclusion

These results, and New Impetus' wider impact on performance, led the client to make the programme available to all 9,000 management and staff.