

Feedback Report

The Sterling Navigator Feedback Report will include:

- ~~✎~~ **Organization Demographics**
- ~~✎~~ **Survey Demographics**
- ~~✎~~ **Overall Category Percent/Point Score**
- ~~✎~~ **Overall Percent Scores by Category**
- ~~✎~~ **Overall Percent Scores by Item**
- ~~✎~~ **Position Percent Scores by Item**
- ~~✎~~ **Position Percent Scores by Category**
- ~~✎~~ **Verbatim Comments & Suggestions**

Navigator Survey & Feedback Report

The following are samples from an actual Navigator survey and sample report that would be generated from your survey.

Sample 1 – This sample is an actual copy of questions from the Leadership category and provides you with both the format for how the questions are presented as well as a sample of the Likert scale that is used for responses to these questions (page 5).

Sample 2 – This sample is also an actual copy of a page from the survey. This is included at the end of each category and asks the respondents to identify the two most important areas for improvement for the organization (page 6).

Sample 3 – This sample is a bar graph representing a roll-up of the overall responses based on the Likert scale of how your respondents rated all seven categories for your organization (page 7).

Sample 4 – This sample is a Pareto chart showing the highest priorities for improvement from the Leadership category, as identified by the respondents (page 8).

Organizational Values and Performance Expectations

1A To what extent do senior leaders and managers set, communicate, and deploy organizational goals and performance expectations?

<input type="radio"/>	<p>1 – Not Evident The organization’s senior leaders do not set or communicate organization values and performance expectations to employees.</p>
<input type="radio"/>	<p>2 – Beginning A few senior leaders and managers set and communicate organizational values and performance expectations to employees.</p>
<input checked="" type="radio"/>	<p>3 – Basically Effective Some senior leaders and managers set, communicate, and use organizational values and performance expectations to manage some parts of the organization.</p>
<input type="radio"/>	<p>4 – Mature Many senior leaders and managers set, communicate, and use organizational values and performance expectations to provide direction for employees to help achieve performance goals. The process is evaluated periodically.</p>
<input type="radio"/>	<p>5 – Advanced Most senior leaders and managers set, communicate, and use organizational values and performance expectations to provide direction for employees to help achieve performance goals. This process is routinely evaluated and some improvement has resulted.</p>
<input type="radio"/>	<p>N/A — Not Applicable I do not have enough information to answer this question.</p>
<p>How is this done (describe the approach or method) and how widely is it used (deployed)? <i>Please describe how your organization accomplishes this.</i></p> <p>Senior leaders hold meetings to review our organization’s mission, goals, and performance expectations. We talk about what we are trying to accomplish.</p>	
<p>Suggested action steps to improve, if needed: <i>Please describe any ideas that you may have that can improve how your organization accomplishes this.</i></p> <ul style="list-style-type: none"> • Department leaders and managers could review organizational goals and expectations to guide our level meetings. • That would help keep us focused on what the organization is trying to accomplish. • Leaders could ask for input on how well they are communicating and using organizational values and performance expectations in their everyday management roles. • Leaders could also have a place for employees to regularly give them feedback and ideas. 	

INSTRUCTIONS

At the end of each category is a page similar to the one shown below.

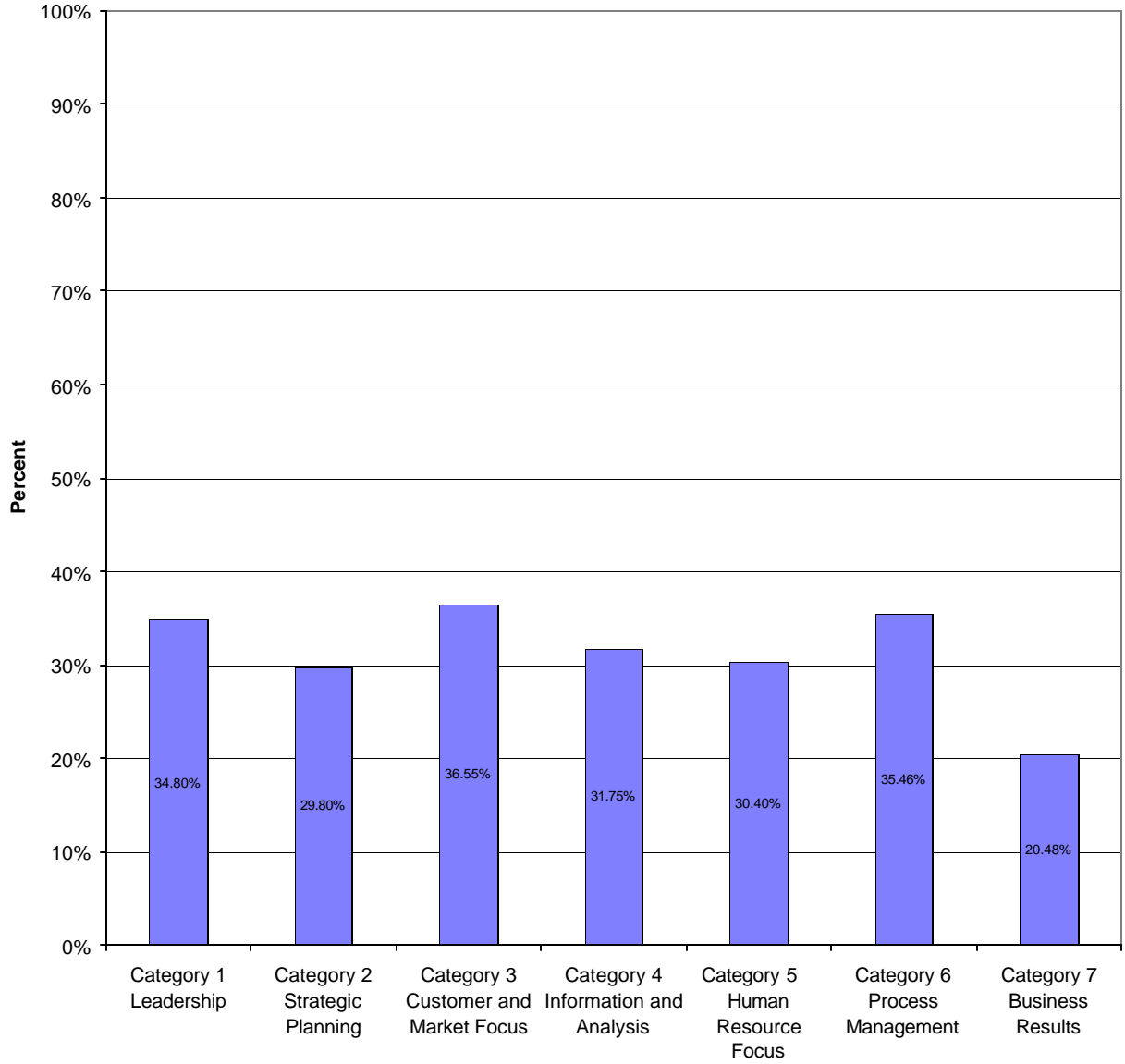


Review all the rows of statements in the *Leadership Category* (rows 1A to 1F). Identify the **TWO** areas you believe are the most important to improve now and fill in the circle next to the appropriate row. If you have recommendations for improvements in these areas, please describe them in the space provided on the page in which the statement appears.

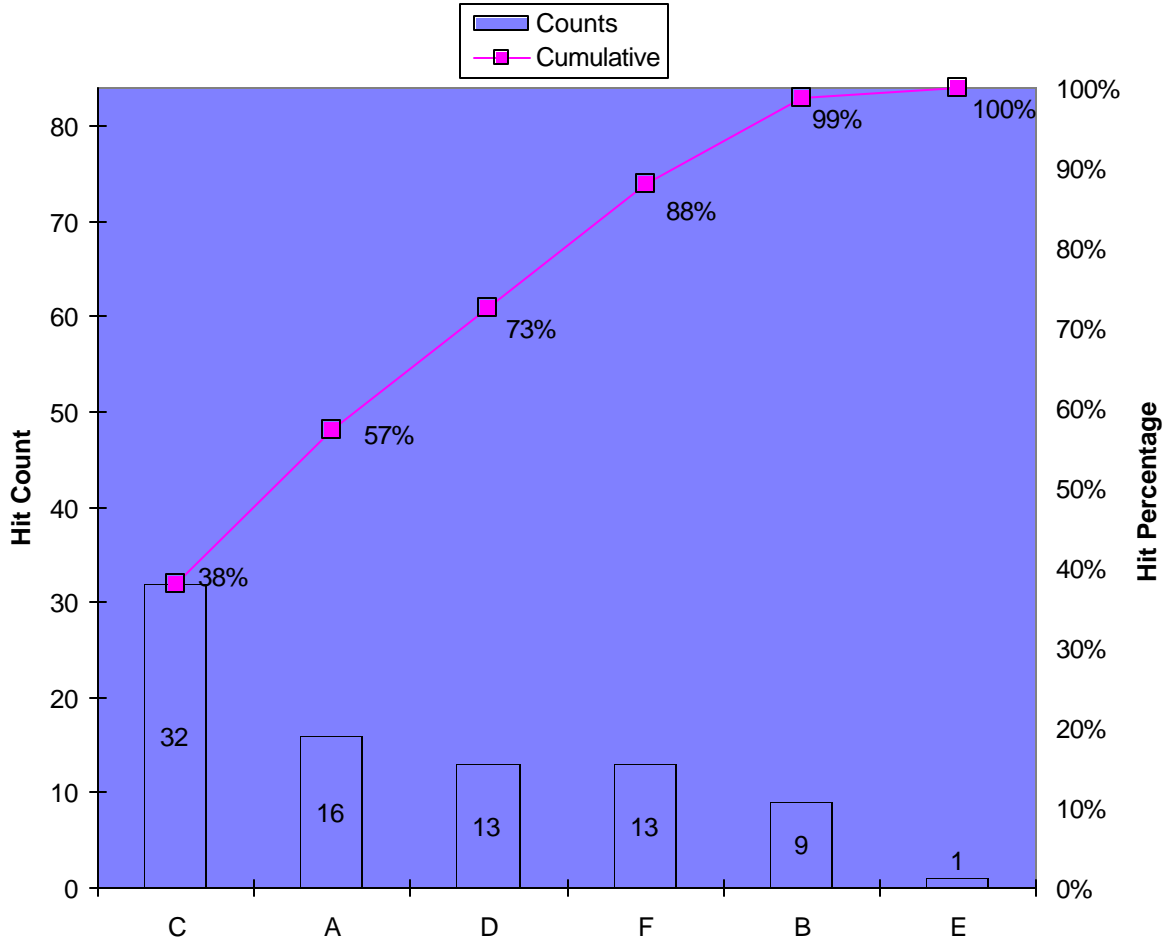
- 1A Organizational Values and Performance Expectations
- 1B Leadership Commitment to Creating and Balancing Value for Customers
- 1C Establishing and Enforcing Empowerment, Innovation, and Learning
- 1D Reviewing Organizational Performance and Capabilities: Assessing Progress Relative to Goals
- 1E Regulatory, Legal, and Ethical Compliance
- 1F Community Support

REMEMBER TO FILL IN ONLY TWO CIRCLES

Overall Percent Scores by Category



Category 1.0 Leadership Analysis of Areas Most Needing Improvement



Letter Key for Category 1—Leadership

A	Organizational Values and Performance Expectations	D	Reviewing Organizational Performance and Capabilities: Assessing Progress Relative to Goals
B	Leadership Commitment to Creating and Balancing Value for Customers	E	Regulatory, Legal, and Ethical Compliance
C	Establishing and Reinforcing Empowerment, Innovation, and Learning	F	Community Support