

MEASURING LEADERSHIP CULTURE

INDIVIDUAL REPORT

John Good

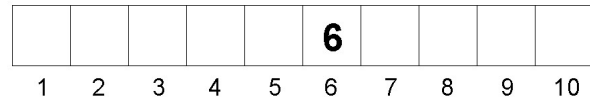
26/03/2009

Gaffin Associates

INDIVIDUAL PROFILE RESULTS

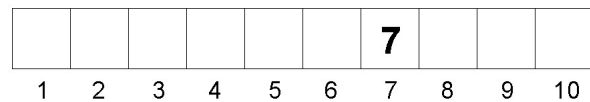
Developing Expertise

Keeps up to date with products, services, systems and procedures.



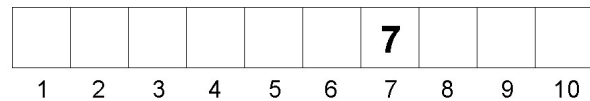
Thinking and Planning

Anticipates potential problems and opportunities within the planning process.



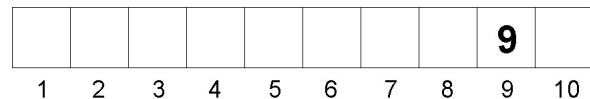
Communicating Expectations

Sets measurable performance standards, objectives and goals to be achieved.



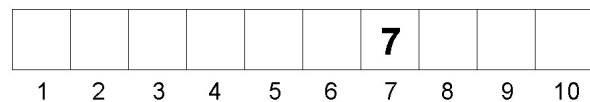
Structuring Tasks

Demonstrates a systematic approach to organisation and administration



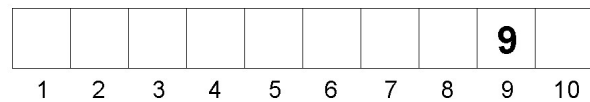
Leading the Team

Provides leadership which utilises the full potential of the team.



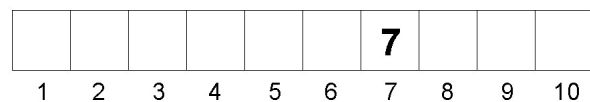
Building Relationships

Works closely with other departments to build effective relations.



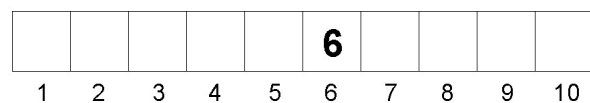
Focusing on Quality

Improves quality and service standards by paying attention to detail.



Achieving Results

Focuses on producing results through encouraging high achievement.



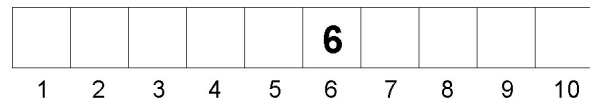
The Individual Report contains your profile results together with a narrative description for each behavioural characteristic. The information and data provided here have been generated only from the questionnaire you completed.

The 1-10 scale used throughout the report is called a Sten Scale. Sten simply means the standard tenth of a normal distribution. Approximately 16% of the population would score in Stens 1-3 and 16% in the range 8-10. The other 68% of the population will score in the middle range of Stens 4-7. Your actual score is denoted by a number on the scale. Remember, your score is a comparison against many other people who perform a similar role.

PROFILE SUMMARY

Developing Expertise

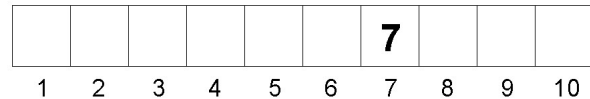
Keeps up to date with products, services, systems and procedures.



- You are likely to invest time in developing your expertise across a wide range of subjects and areas.
- Your score suggests that you will have a good technical understanding of the role but may not have the depth of knowledge relating to more specialist areas.
- Team members will probably recognise your ability to understand issues and provide direction relating to problem solving.
- Overall, it is likely that you will develop a good working knowledge relating to products, services, systems and procedures.

Thinking and Planning

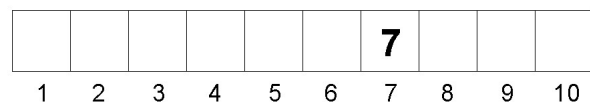
Anticipates potential problems and opportunities within the planning process.



- You are likely to be aware of the various options available for dealing with potential problems or issues.
- Your score suggests that you will often use 'what if' type questions in order to identify potential risks and opportunities.
- Team members will probably recognise your logical approach and ability to develop clear and realistic plans.
- Overall, it is likely that you will be comfortable thinking through the implications of your actions through analysing and evaluating the associated risks involved.

Communicating Expectations

Sets measurable performance standards, objectives and goals to be achieved.

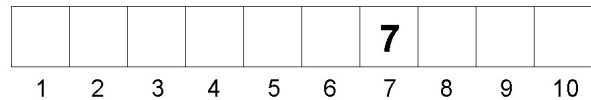


- You will feel relatively comfortable defining and communicating performance standards to be achieved.
- Your score suggests that you will keep everyone informed about changes that affect them on a frequent basis.
- Team members will probably recognise your ability to check understanding of the information provided.
- Overall, it is likely that you will be explicit in the way you communicate the performance standards, objectives and goals to be achieved.

PROFILE SUMMARY

Structuring Tasks

Demonstrates a systematic approach to organisation and administration



- You are likely to be highly organised, systematic and structured in your approach to work.
- Your score suggests that you will be extremely effective in managing your time and providing a stable and organised environment for your team.
- Others within the organisation will probably recognise your ability to monitor and control assignments or tasks through to completion.
- Overall, you are likely to be very comfortable operating within, and adhering to, organisational systems, policies and procedures.

Leading the Team

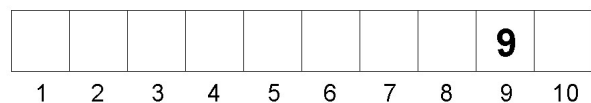
Provides leadership which utilises the full potential of the team.



- You will feel relatively comfortable involving others as part of the decision making process.
- Your score suggests that you will be receptive to new ideas that may conflict with your own.
- Team members will probably recognise your willingness to delegate certain responsibilities as part of developing people.
- Overall, it is likely that you will give emphasis to the leadership dimension of your role by encouraging involvement and initiative throughout the team.

Building Relationships

Works closely with other departments to build effective relations.

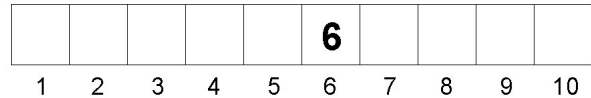


- You are likely to sacrifice personal gain for the benefit of others and the larger organisation.
- Your score suggests that you will endeavour to build effective relationships and networks outside the department.
- Senior management are likely to appreciate your co-operation and support for unpopular decisions.
- Overall, you will probably be very comfortable with the concept of how team playing contributes to 'effective' internal and external relationships.

PROFILE SUMMARY

Focusing on Quality

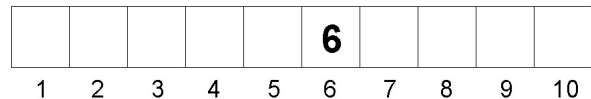
Improves quality and service standards by paying attention to detail.



- You are likely to give emphasis to providing a quality service to internal and/or external customers.
- Your score suggests that you like to 'get it right the first time' by paying attention to important detail.
- Team members are likely to recognise your ability to listen and act upon comments made to improve quality or service related issues.
- Overall, you will typically strive to meet organisational expectations through the level of service and quality you provide to others.

Achieving Results

Focuses on producing results through encouraging high achievement.



- You will feel relatively comfortable directing the efforts of others to achieve high performance and results.
- Your score suggests that you will be quite comfortable with decision-making and resolving conflict.
- Team members will probably recognise your ability to provide both positive and negative feedback when the situation arises.
- Overall, it is likely that you will be comfortable working in an environment where standards of performance and achievement are integral part of the role.