



Feedback Results
Your CompanyName Here
2025

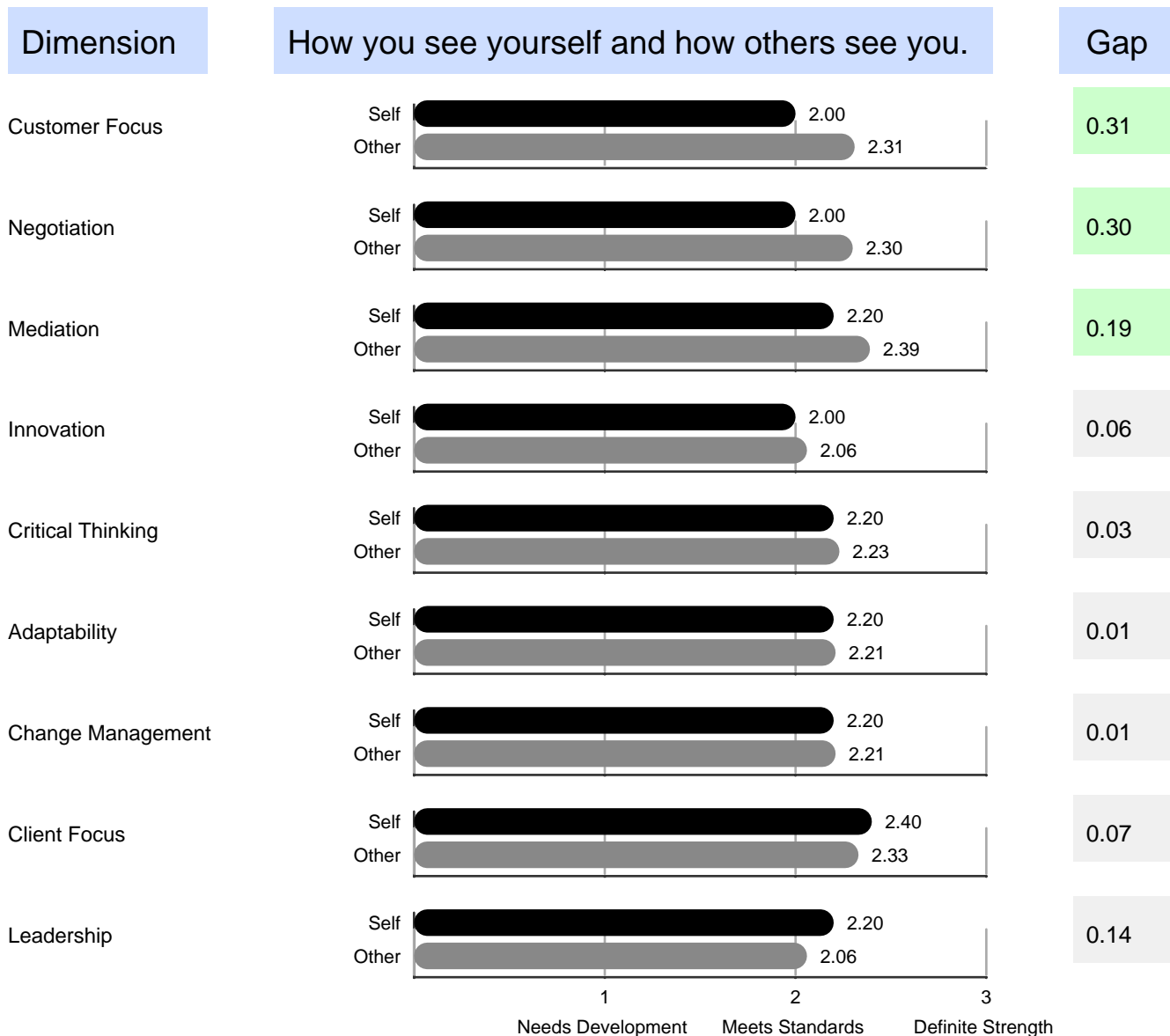
Sample Employee

Results Generated by HR-Survey

November 2025

Gap Analysis

The following table graphically displays the "Gap," or difference between your average rating on each competency (labeled "Self") and the average score of all other respondents (labeled "Others") who provided you with feedback. This can help you identify blind spots, or areas where you were rated more favorably by other respondents than by yourself. The Gaps for these competencies are colored in shades of green. Conversely, the graph can also help you identify your opportunities for improvement, or areas where you rated yourself higher than others did. The Gaps for these dimensions are colored in shades of red. The darker the shade of green or red, the larger the Gap. Finally, if a dimension's Gap is not shaded with a specific color, it indicates an area of agreement between yourself and others.



Mediation

Definition:

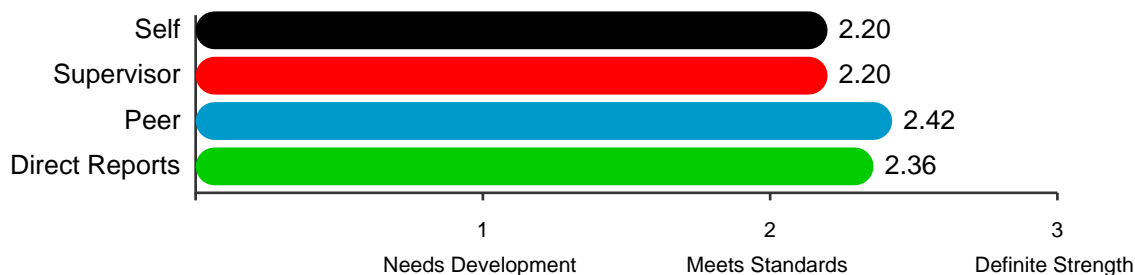
Mediation is a structured process in which a neutral third party facilitates dialogue between disputing parties to help them reach a voluntary, mutually acceptable resolution. The mediator maintains control of the process by managing emotional dynamics, ensuring informed consent, and addressing obstructive behaviors while preserving confidentiality and trust. Through careful preparation, strategic planning, and active listening, the mediator gathers information, identifies core issues, and frames them in ways that promote clarity, empathy, and constructive negotiation. Flexibly guiding information exchange, private meetings, and decision-making, the mediator supports parties in exploring options, resolving disputes, and building durable agreements.

Why this is Important:

Mediation is vital for organizations and companies because it offers a structured, neutral, and confidential process for resolving disputes without escalating to formal litigation or damaging relationships. By maintaining control, actively listening, and framing issues constructively, a skilled mediator helps teams navigate conflict in ways that preserve trust, productivity, and morale. Strategic planning, emotional regulation, and flexible facilitation ensure that even complex or emotionally charged disputes can be addressed with clarity and fairness. Ultimately, mediation strengthens organizational culture by modeling respectful dialogue, empowering collaborative decision-making, and reinforcing shared values.

Summary Scores:

The summary scores shown here are an average of each of the items in this competency.



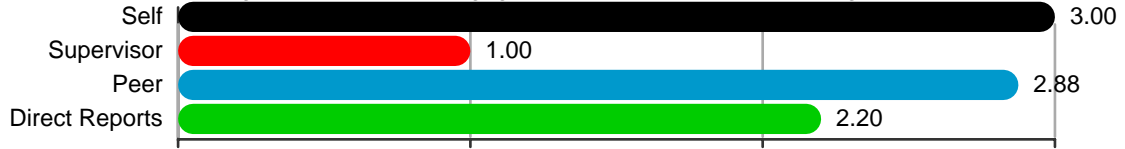
Scores on Each Item:

The scores for each of the items in this competency are shown below.

1. Uses open-ended and targeted questions to elicit relevant facts, perspectives, and interests.



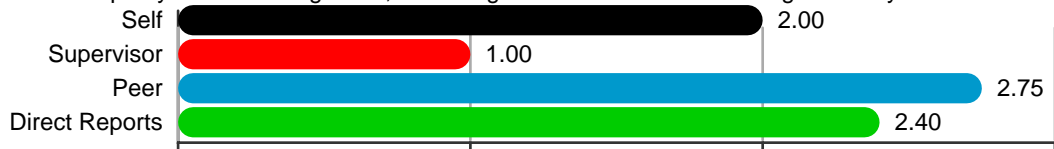
2. Assesses readiness and willingness of parties to engage in mediation before proceeding.



3. Engages parties in co-designing the mediation process to foster ownership and trust.



4. Demonstrates empathy without taking sides, validating emotions while maintaining neutrality.



5. Facilitates reaching agreement between the two parties.



1 2 3

Level of Skill

The table below shows the responses in a graphic form where the percentage of responses are shown using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Needs Development	Meets Standards	Definite Strength
				1 1	2 2	3 3
1. Uses open-ended and targeted questions to elicit relevant facts, perspectives, and interests.	15	2.27	33.3	7%	60%	33%
2. Assesses readiness and willingness of parties to engage in mediation before proceeding.	15	2.53	73.3	20%	7%	73%
3. Engages parties in co-designing the mediation process to foster ownership and trust.	15	2.33	40.0	7%	53%	40%
4. Demonstrates empathy without taking sides, validating emotions while maintaining neutrality.	15	2.47	53.3	7%	40%	53%
5. Facilitates reaching agreement between the two parties.	15	2.27	40.0	13%	47%	40%

Comments:

- He maintains the treatment machines in working condition and keeps the department current with technology and new treatment techniques. One way to improve, that may affect several performance elements, is to see the experience from the customer perspective and to verbalize the customer experience in discussion with the staff. Not only will this focus discussions, but it will let others know that we all share similar values.
- _____ is highly professional in his everyday work.
- _____ not only values and listens to his staff he also gives them the support they need.
- _____ is a great manager to work for.
- _____ is very responsive and provides great support service.
- I believe _____ has done a very good job in developing his team members and providing guidance for the respect growth of each person. While his time is precious, he is always open to discussing a problem. I really like working with _____ and I appreciate his style and understanding and support of the work that I do.

Negotiation

Definition:

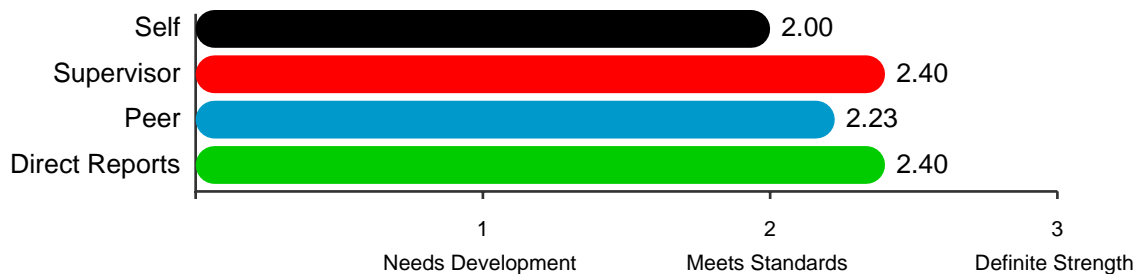
Negotiation Skills are about understanding the positions of each side and using interpersonal skills to be resolute in positions and setting boundaries yet also be flexible and strategic in generating solutions and building consensus. These skills help articulate well prepared and data driven positions that are persuasive. Having self-control and being perceptive to the emotions and positions of others and remaining calm and composed are also very important to becoming a skilled and effective negotiator.

Why this is Important:

Negotiation Skills enable managers to successfully resolve conflicts, develop trust and long-term partnerships. These skills can help achieve business objectives that contribute toward the success of the company. Strong negotiation skills can help individuals advance their careers by advocating for better roles, compensation, and benefits. Negotiation skills help managers and employees work together better to adapt to business challenges.

Summary Scores:

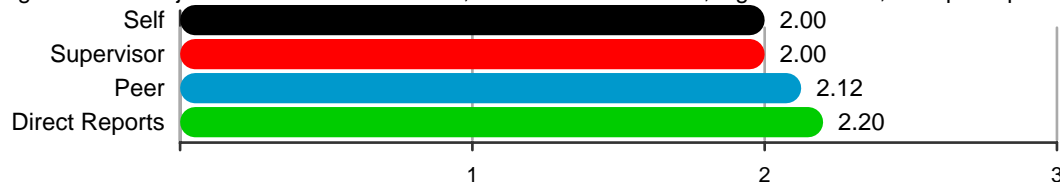
The summary scores shown here are an average of each of the items in this competency.



Scores on Each Item:

The scores for each of the items in this competency are shown below.

6. Bases arguments on objective standards or criteria, such as market value, legal standards, or expert opinions.



7. Is able to decline bad ideas to avoid making poor decisions.



8. Adjusts methods to suit the current situation.



9. Is aware of potential emotional triggers that could negatively impact the negotiations.



10. Stays composed and counters aggressive negotiation tactics by reframing unreasonable proposals or actions.



Level of Skill

The table below shows the responses in a graphic form where the percentage is represented using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Percentage		
				Needs Development 1	Meets Standards 2	Definite Strength 3
6. Bases arguments on objective standards or criteria, such as market value, legal standards, or expert opinions.	15	2.13	33.3	20%	47%	33%
7. Is able to decline bad ideas to avoid making poor decisions.	15	2.07	26.7	20%	53%	27%
8. Adjusts methods to suit the current situation.	15	2.33	40.0	7%	53%	40%
9. Is aware of potential emotional triggers that could negatively impact the negotiations.	15	2.40	53.3	13%	33%	53%
10. Stays composed and counters aggressive negotiation tactics by reframing unreasonable proposals or actions.	15	2.47	60.0	13%	27%	60%

Comments:

- _____ has been particularly helpful to me as I transition into my new role. He provides direct, professional communication and is able to engage multiple personalities and people with differing opinions together to create cohesiveness
- He has been very effective out in the community and my contacts there have really appreciated his work with the Chamber and Rotary.
- Need to continue to engage staff in team development and role clarification.
- I know when I go to him with a problem, he will make himself available and is very thorough with his response.
- I think _____ is off to a very good start with the new division. He is engaging key players and helping form vision with his leadership team.
- _____'s leadership is very strong. He exhibits and very controlled sensibility about his own skills and professionalism.

Critical Thinking

Definition:

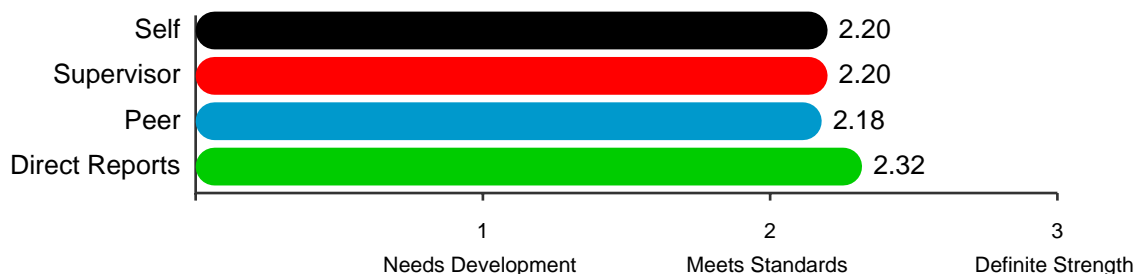
Critical thinking is the disciplined process of collecting, categorizing, and evaluating data and arguments to arrive at sound judgments and actionable insights. It involves ongoing reflection and self-awareness to refine analytical rigor, while remaining open to diverse perspectives, alternative explanations, and expert claims. Through targeted observation, structured analysis, and comparative evaluation, critical thinkers interpret data accurately, distinguish between fact and opinion, and build logical inferences that connect evidence to outcomes. Ultimately, critical thinking supports adaptive decision-making by recognizing when context shifts, integrating lessons learned, and adjusting approaches to ensure relevance and impact.

Why this is Important:

Critical thinking is essential for organizations because it enables teams to make sound, evidence-based decisions in complex and rapidly changing environments. When employees apply disciplined inquiry, structured analysis, and comparative evaluation, they generate insights that are both actionable and aligned with strategic goals. Reflection, openness to diverse perspectives, and accurate interpretation of data help organizations avoid costly missteps, adapt to emerging risks, and continuously improve. Ultimately, critical thinking fosters a culture of transparency, accountability, and innovation—where decisions are not just made, but made wisely.

Summary Scores:

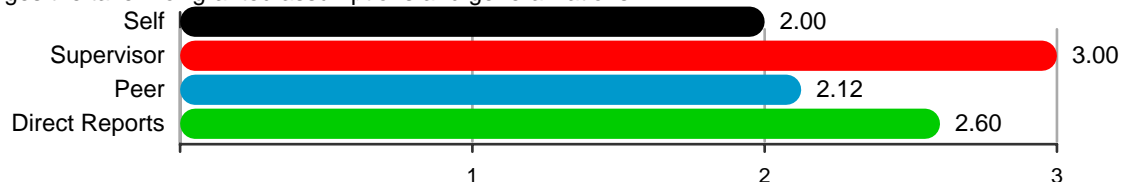
The summary scores shown here are an average of each of the items in this competency.



Scores on Each Item:

The scores for each of the items in this competency are shown below.

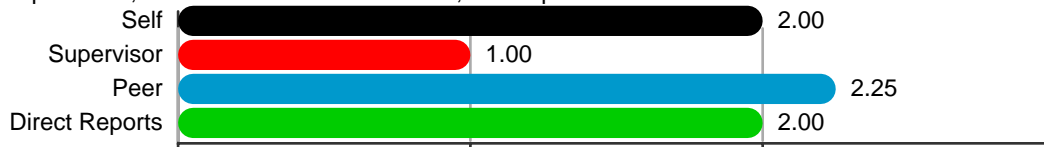
11. Challenges the taken-for-granted assumptions and generalizations.



12. Builds logical arguments that connect evidence to outcomes.



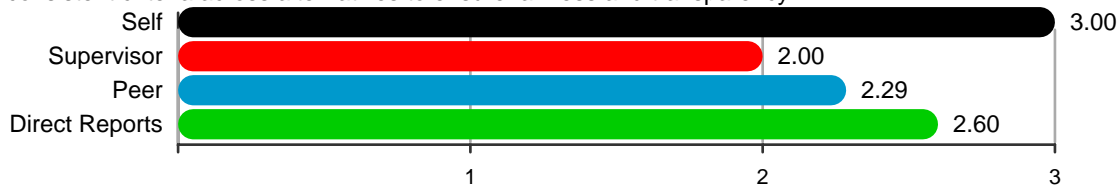
13. Confronts problems, decides on a course of action, and implements the correct solutions.



14. Avoids jumping to conclusions by examining alternative explanations.



15. Applies consistent criteria across alternatives to ensure fairness and transparency.



Level of Skill

The table below shows the responses in a graphic form where the percentage of responses is shown using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Needs Development	Meets Standards	Definite Strength
				1 1	2 2	3 3
11. Challenges the taken-for-granted assumptions and generalizations.	15	2.33	40.0	7%	53%	40%
12. Builds logical arguments that connect evidence to outcomes.	15	2.07	20.0	13%	67%	20%
13. Confronts problems, decides on a course of action, and implements the correct solutions.	15	2.07	26.7	20%	53%	27%
14. Avoids jumping to conclusions by examining alternative explanations.	15	2.27	40.0	13%	47%	40%
15. Applies consistent criteria across alternatives to ensure fairness and transparency.	14	2.43	50.0	7%	43%	50%

Comments:

- _____ has an incredible vision for our organization's strategy and improvement efforts.
- People come and go in this organization and I can say with no reservation that _____ is a colleague I will miss the most when he retires.
- Provide more frequent development feedback.
- _____ is an exceptional leader in my opinion. He leads by example and knows his teams at the depth necessary to effectively engage them and lead them to improved performance.
- I have had the opportunity to work with _____ on several projects through our Core Competency Training. All of which he has approached with a positive team building attitude.
- Manager engages in all categories described above as marked.

Customer Focus

Definition:

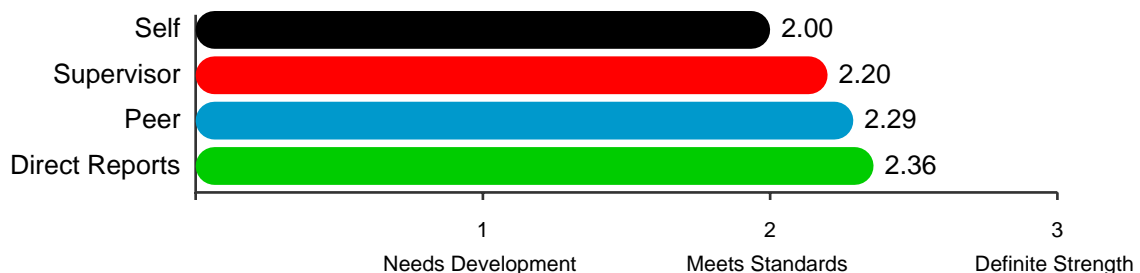
Customer Focus is the commitment to understanding, anticipating, and consistently meeting customer needs through responsive, respectful, and solution-oriented service. It involves building trust-based relationships, acting with integrity, and delivering dependable experiences that exceed expectations and foster long-term loyalty. Customer-focused professionals listen actively, adapt quickly, follow through on commitments, and model a helpful, service-first mindset that inspires others. They embrace feedback, pursue continuous improvement, and create innovative, high-quality solutions tailored to the evolving needs of every customer.

Why this is Important:

Customer Focus is essential to organizational success because it builds trust, drives loyalty, and creates meaningful customer experiences that lead to repeat business and positive reputation. By actively listening, anticipating needs, and delivering tailored solutions with urgency and empathy, employees foster long-term relationships and consistently exceed expectations. A customer-focused culture encourages continuous improvement, innovation, and accountability--turning feedback into actionable insights and aligning service with evolving customer demands. When modeled across teams, Customer Focus becomes a strategic advantage that elevates performance, strengthens brand identity, and positions the organization as a leader in service excellence.

Summary Scores:

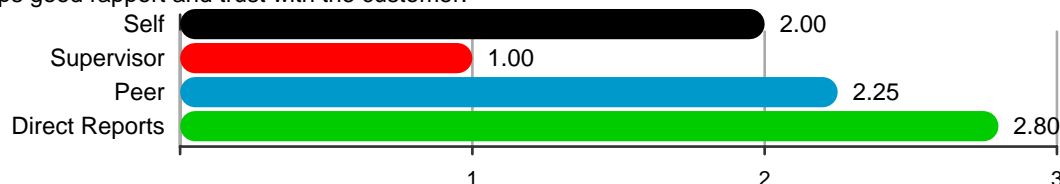
The summary scores shown here are an average of each of the items in this competency.



Scores on Each Item:

The scores for each of the items in this competency are shown below.

16. Develops good rapport and trust with the customer.



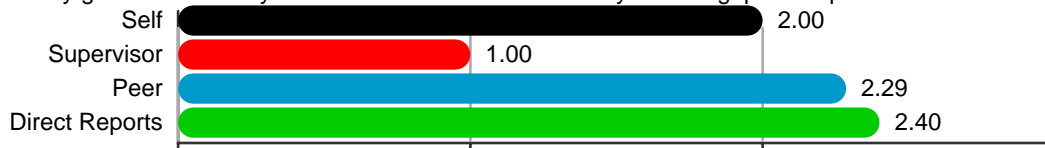
17. Is competent in handling customer cases.



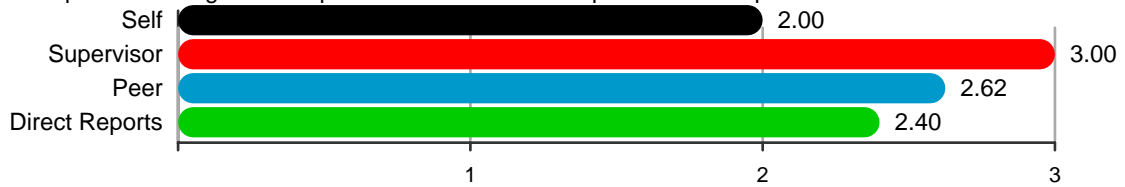
18. Creates an environment that enables customers to receive excellent service.



19. Systematically gathers and analyzes customer feedback to identify service gaps or improvement areas.



20. Monitors competitor offerings to anticipate shifts in customer expectations and preferences.



Level of Skill

The table below shows the responses in a graphic form where the percentage of responses are shown using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Percentage of Responses		
				Needs Development 1	Meets Standards 2	Definite Strength 3
16. Develops good rapport and trust with the customer.	15	2.33	46.7	13%	40%	47%
17. Is competent in handling customer cases.	15	2.33	40.0	7%	53%	40%
18. Creates an environment that enables customers to receive excellent service.	14	2.00	14.3	14%	71%	14%
19. Systematically gathers and analyzes customer feedback to identify service gaps or improvement areas.	14	2.21	42.9	21%	36%	43%
20. Monitors competitor offerings to anticipate shifts in customer expectations and preferences.	15	2.53	60.0	7%	33%	60%

Comments:

- _____ makes a conscious effort to hire for talent while taking into consideration the candidate's educational preparation to best meet our current and future needs. When taking on a project, initiative or educational need, he always ensures there is a purpose behind the work that's being accomplished.
- I believe his hands are tied regarding some of the hiring/retention decisions that are made, but, he always works well with whatever situations that arise.
- _____'s number one priority is customer outcome - he is a team player and is a pleasure to work with.
- He sets a good example for personal growth.
- _____ defines outcomes clearly and sets expectations/timelines with regards to results. He facilitates conversations that include shared decision making and encourages collaboration and teamwork throughout the organization. He is very customer and system focused.
- Isn't afraid to ask the tough questions to get people to think outside of their box.

Client Focus

Definition:

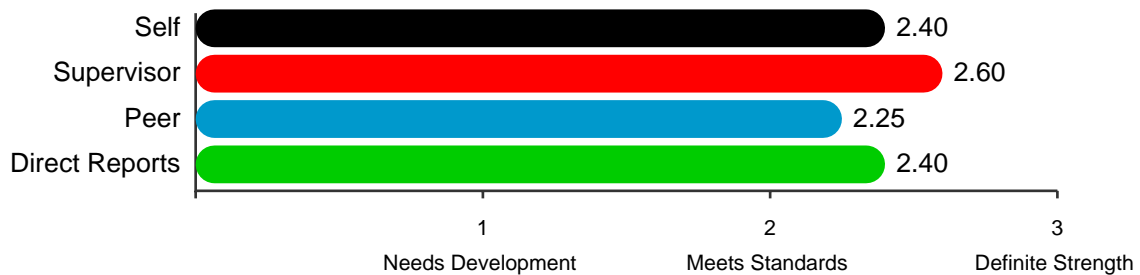
Client focus is the ability to understand, anticipate, and address client needs while maintaining responsiveness and accountability to ensure satisfaction. It involves delivering innovative and customized solutions, fostering strong relationships through active communication, and continuously improving services to enhance the client experience. A client-focused approach builds trust, ensures positive interactions, and demonstrates long-term commitment by consistently adapting to evolving expectations and providing high-quality service.

Why this is Important:

Client focus is essential for organizations because it fosters strong relationships, drives customer satisfaction, and ensures long-term business success. By proactively addressing client needs, delivering customized solutions, and maintaining open communication, companies build trust and loyalty while enhancing their competitive advantage. A client-centric approach leads to continuous improvement, positive interactions, and a reputation for excellence, ensuring sustained growth and customer retention.

Summary Scores:

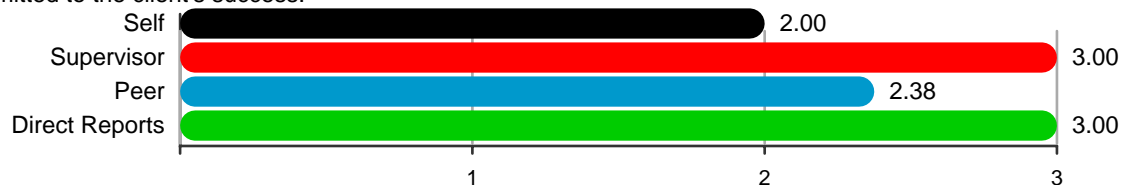
The summary scores shown here are an average of each of the items in this competency.



Scores on Each Item:

The scores for each of the items in this competency are shown below.

21. Is committed to the client's success.



22. Ensures clients are comfortable with the services provided.



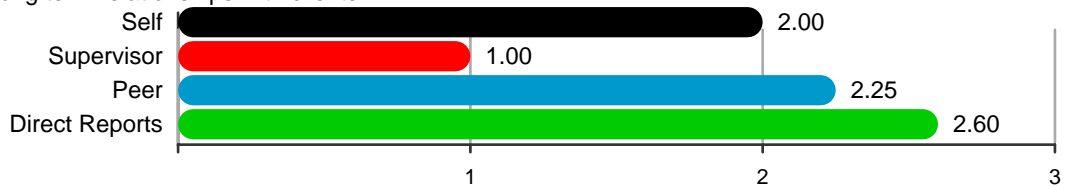
23. Focuses on the unique needs of each client.



24. Is consistent in services provided to clients.



25. Builds long term relationships with clients.



Level of Skill

The table below shows the responses in a graphic form where the percentage of responses are shown using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Level of Skill		
				Needs Development 1	Meets Standards 2	Definite Strength 3
21. Is committed to the client's success.	15	2.60	66.7	7%	27%	67%
22. Ensures clients are comfortable with the services provided.	15	2.33	40.0	7%	53%	40%
23. Focuses on the unique needs of each client.	15	2.07	20.0	13%	67%	20%
24. Is consistent in services provided to clients.	15	2.40	53.3	13%	33%	53%
25. Builds long term relationships with clients.	15	2.27	53.3	27%	20%	53%

Comments:

- _____ is a reliable and valued colleague. He is collaborative, respectful and professional with his team members and customers outside the organization.
- One of the best supervisors that I have had.
- _____ does a great job in supporting and engaging all of his employees.
- _____ is a new manager he has done a wonderful job, he is still in a learning curve and is still in the process of learning this role
- _____ is the shining example of what a manager should be like. He is an amazing leader, he always solves problems promptly, you can count on his word, he truly cares for his customers and his staff, and he has gone above and beyond for all of us more times than I can remember. He is extremely professional and competent, compassionate and caring, and dedicated to this unit heart and soul.
- He's very good at his job, Service and relationship development are talents at which he excels. My constructive feedback would be for _____ to speak up more in meetings and be more forthcoming in groups and with other leaders with his thoughts and opinions. I know he has them as he does share them with me aside, but but I would encourage him to share them more broadly.

Adaptability

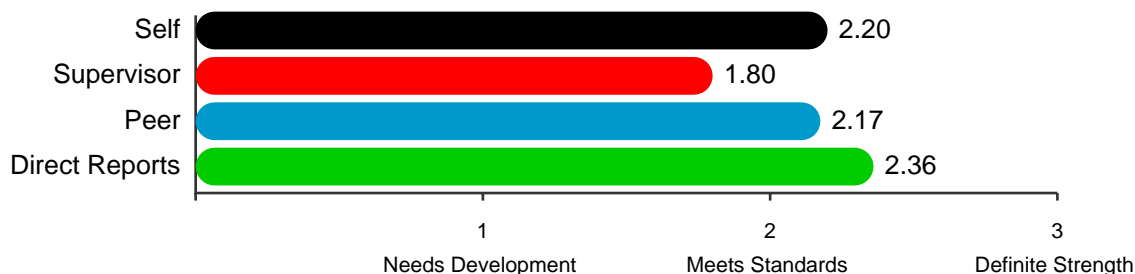
Definition:

Adaptability is the ability to adjust to new responsibilities, changing circumstances, and uncertain environments while maintaining efficiency and effectiveness. It involves embracing shifts in organizational structure, technology, and processes, as well as modifying strategies, perspectives, and priorities to align with evolving business needs. By continuously developing skills, assisting others through transitions, and refining workflows, adaptability fosters resilience, innovation, and long-term success in dynamic environments.

Why this is Important:

Summary Scores:

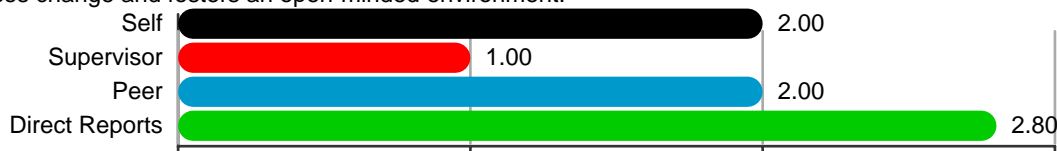
The summary scores shown here are an average of each of the items in this competency.



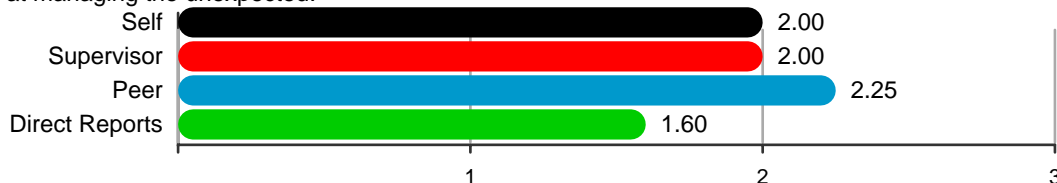
Scores on Each Item:

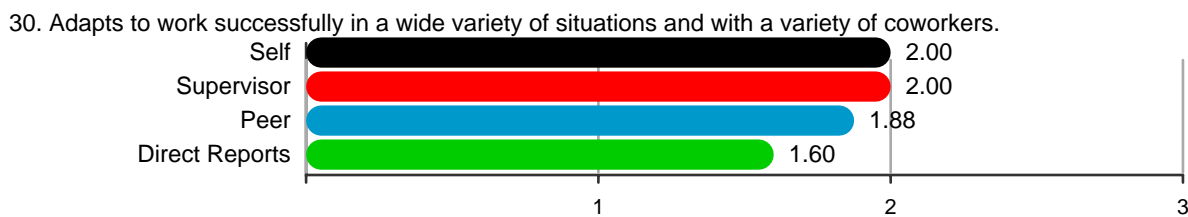
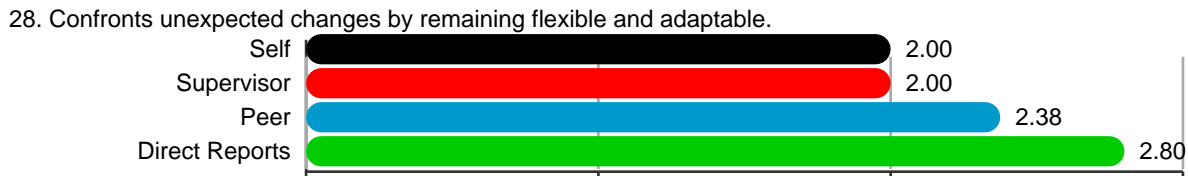
The scores for each of the items in this competency are shown below.

26. Embraces change and fosters an open-minded environment.



27. Is good at managing the unexpected.





Level of Skill

The table below shows the responses in a graphic form where the percentage using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Needs Development 1	Meets Standards 2	Definite Strength 3
26. Embraces change and fosters an open-minded environment.	15	2.20	33.3	13%	53%	33%
27. Is good at managing the unexpected.	15	2.00	26.7	27%	47%	27%
28. Confronts unexpected changes by remaining flexible and adaptable.	15	2.47	53.3	7%	40%	53%
29. Able to work within uncertain environments.	15	2.60	60.0		40%	60%
30. Adapts to work successfully in a wide variety of situations and with a variety of coworkers.	15	1.80	13.3	33%	53%	13%

Comments:

- I would encourage him to share with others the work going on in his area in this regard. It deserves to be recognized and shared.
- He is a transformational leader and has been instrumental in the maintenance of our best-in-class status.
- _____ embraces the idea of being pro active in a situation, instead of reactive. He is very supportive of the organizations Core Competency transition.
- _____ delegates very effectively.
- With Process improvement & professional growth I do believe that I meet the performance level but I am working with my mentor (_____) to move to a higher level of growth and knowledge. With communication skills I meet the performance level but I am one that would be more likely to go to someone to talk instead of sending out emails which I have noted from some of my staff to be not what they are needing from me. I am working on increasing communication with email as well to meet the needs of the staff and their learning style.
-

_____ exceeds in above in all he does.

Leadership

Definition:

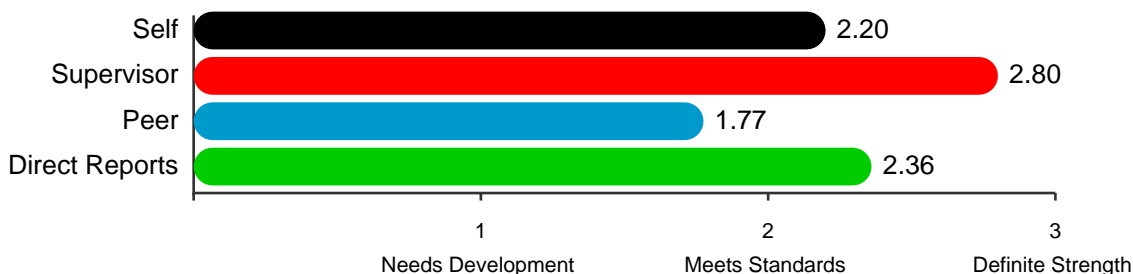
Leadership is the ability to guide and influence others through effective communication, inspiration, and decisive action, while upholding integrity and setting clear expectations to achieve organizational goals. A strong leader fosters accountability, empowers their team, and leads by example, creating an environment of trust, development, and collaboration. By demonstrating emotional intelligence, resilience, and transparency, leaders align efforts, recognize achievements, and drive high performance while mentoring and coaching individuals to reach their full potential.

Why this is Important:

Effective leadership ensures clear communication, alignment of goals, and empowerment of employees, which enhances productivity and innovation. By demonstrating emotional intelligence, accountability, and resilience, leaders build trust, inspire high performance, and create an adaptable environment that positions organizations to thrive in competitive and ever-changing landscapes.

Summary Scores:

The summary scores shown here are an average of each of the items in this competency.



Scores on Each Item:

The scores for each of the items in this competency are shown below.

31. Expects continuous learning, skill-building, and professional growth from employees.



32. Encourages mentoring relationships.



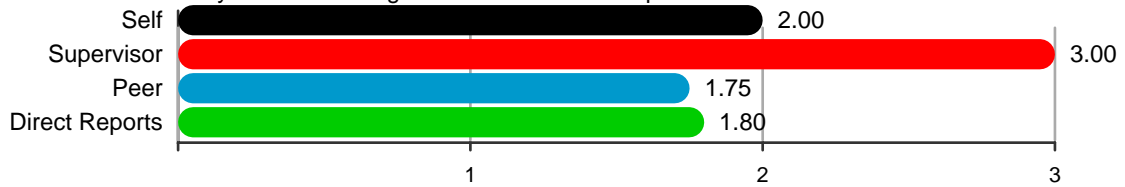
33. Encourages employees to ask questions and engage in dialogue about feedback.



34. Rewards employees for innovation and calculated risk taking



35. Pays attention to and conveys understanding of the comments and questions of others.



Level of Skill

The table below shows the responses in a graphic form where the percentage using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Needs Development	Meets Standards	Definite Strength
				1 1	2 2	3 3
31. Expects continuous learning, skill-building, and professional growth from employees.	15	2.13	33.3	20%	47%	33%
32. Encourages mentoring relationships.	15	2.13	33.3	20%	47%	33%
33. Encourages employees to ask questions and engage in dialogue about feedback.	15	2.07	33.3	27%	40%	33%
34. Rewards employees for innovation and calculated risk taking	15	2.13	26.7	13%	60%	27%
35. Pays attention to and conveys understanding of the comments and questions of others.	15	1.87	20.0	33%	47%	20%

Comments:

- _____ is reliable and effective communicator. He has done a great job in taking the team to better organization and follow through...executing on the many plans from service lines and throughout the system.
- He can ask a question and truly listen to the answer before giving feedback.
- _____ is a solid performer knows his stuff.
- His communication is precise and at times short when some would prefer a greater detailed account.
- He is doing a great job of branding [CompanyName] (something that has been needed for a very long time). when he first came he had some miss steps, ie posters, pushing agenda fast etc, but has adapted to [CompanyName] and to the department, well done.
- In my opinion, _____ will grow and continue to grow to become a strong, great leader. Mentors such as yourself, the Director and our VP will help guide and develop _____.

Innovation

Definition:

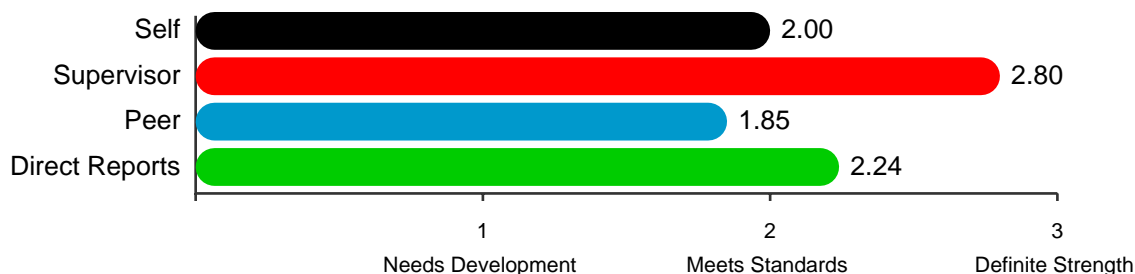
Innovation is the process of creating or developing new methods, products, or solutions. It involves seeking and finding creative ways to change and improve to solve problems. It requires a willingness to be flexible and to challenge current processes through a critical analysis. Innovation needs to be supported and promoted since it may be disruptive. It can sometimes help to offer rewards/recognition for innovative ideas. It may be necessary to provide guidance, empower or incentivize employees as well as to coordinate and focus resources, training, and the efforts of cross-functional teams.

Why this is Important:

Innovation can help drive business success by enabling the company to maintain competitive advantages to be a market leader. Innovations can help reduce costs through increased efficiency, process improvement, and automation. Innovation can expand markets and production scalability. Innovations may be required to maintain resilience.

Summary Scores:

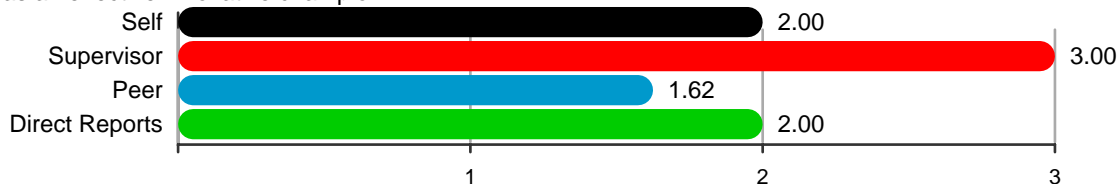
The summary scores shown here are an average of each of the items in this competency.



Scores on Each Item:

The scores for each of the items in this competency are shown below.

36. Serves as an effective innovative champion.



37. Enhances the feasibility and impact of new ideas through careful analysis and iterative improvements.



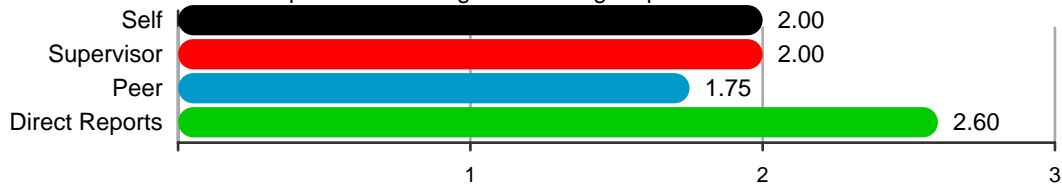
38. Focuses the team on important innovations.



39. Plays a pivotal role in fostering an environment where radical innovation can flourish and lead to major breakthroughs.



40. Modifies innovative initiatives to capitalize on strengths and mitigate potential risks.



Level of Skill

The table below shows the responses in a graphic form where the percentage of responses is shown using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Needs Development	Meets Standards	Definite Strength
				1	2	3
36. Serves as an effective innovative champion.	15	1.87	20.0	33%	47%	20%
37. Enhances the feasibility and impact of new ideas through careful analysis and iterative improvements.	15	1.93	13.3	20%	67%	13%
38. Focuses the team on important innovations.	15	2.07	33.3	27%	40%	33%
39. Plays a pivotal role in fostering an environment where radical innovation can flourish and lead to major breakthroughs.	15	2.33	33.3		67%	33%
40. Modifies innovative initiatives to capitalize on strengths and mitigate potential risks.	15	2.07	33.3	27%	40%	33%

Comments:

- I sit back and listen to _____'s approach and communication skills and love to glean things from him.
- _____ has a positive outlook and even under the worst of circumstances tries to put a good spin on the situation. The department has been through a lot of ups and downs but I think he has helped us come through it standing upright!
- _____ is a great leader to have in our department, he helps us grow and encourages us to be better at everything we do.
- _____ is friendly to myself and other staff members. I believe he is very knowledgeable in the role of controller. He continues to struggle with maintaining focus on tasks, time management and meeting deadlines. It is extremely frustrating to have to wait weeks for him to complete work needed from him.
- He is an excellent Manager!
- _____ has an incredible vision for our organization's strategy and improvement efforts.

Change Management

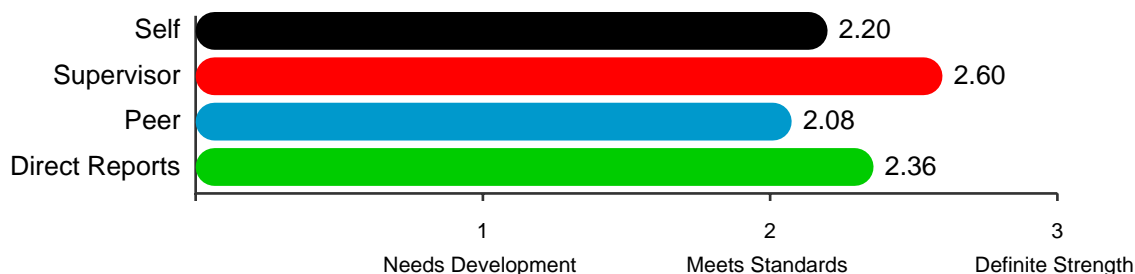
Definition:

Change management is the structured approach to transitioning individuals, teams, and organizations from current practices to new processes by creating awareness, communicating vision, and establishing clear goals for change. It requires proactive planning, stakeholder involvement, coalition-building, and incentivizing adoption while addressing resistance and fostering agility in evolving environments. Through monitoring, adapting strategies, and providing support and training, effective change management ensures seamless implementation, long-term success, and sustained organizational growth.

Why this is Important:

Summary Scores:

The summary scores shown here are an average of each of the items in this competency.



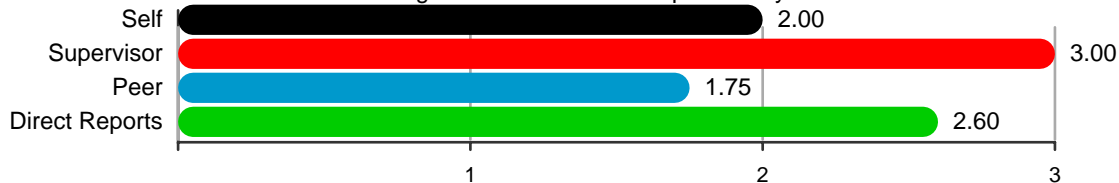
Scores on Each Item:

The scores for each of the items in this competency are shown below.

41. Monitors the change process.



42. Assesses market trends to determine the changes needed to maintain profitability.



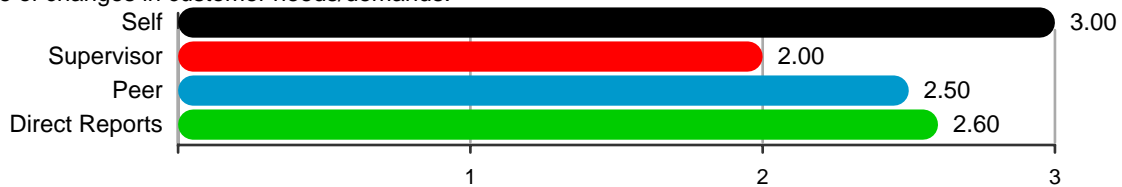
43. Assists others in understanding changes to the organization.



44. Evaluates the effectiveness of changes.



45. Is aware of changes in customer needs/demands.



Level of Skill

The table below shows the responses in a graphic form where the percentage using a color from red (Needs Development) to green (Definite Strength).

Item	n	Avg	LOA	Needs Development 1	Meets Standards 2	Definite Strength 3
41. Monitors the change process.	15	2.00	26.7	27%	47%	27%
42. Assesses market trends to determine the changes needed to maintain profitability.	15	2.13	33.3	20%	47%	33%
43. Assists others in understanding changes to the organization.	15	2.20	40.0	20%	40%	40%
44. Evaluates the effectiveness of changes.	15	2.20	26.7	7%	67%	27%
45. Is aware of changes in customer needs/demands.	15	2.53	60.0	7%	33%	60%

Comments:

- Having very minimum one-on-one discussion.
- I cannot say if he challenges others.
- _____ is a good manager to work with he will find time to answer your questions and do a research if it needs to. He always appreciate the things everybody do for the department. He is a bright and smart manager to work with.
- Because we lack clear direction and often focus or priorities, it can be extremely frustrating to work effectively and feel successful.
- Services are growing and we are putting a stabilization plan in place. This growth is happening with improving morale and hitting most all of the metrics we've been challenged to meet. I include managers and key employees in most all decisions.
- He also provided valuable input on making a hiring decision about an individual who offered great potential but lacked experience.