

# LVS

## Leadership Vital Signs

Emotional Intelligence for Performance

Report prepared for: Sample Report

Wednesday, 29 November 2023

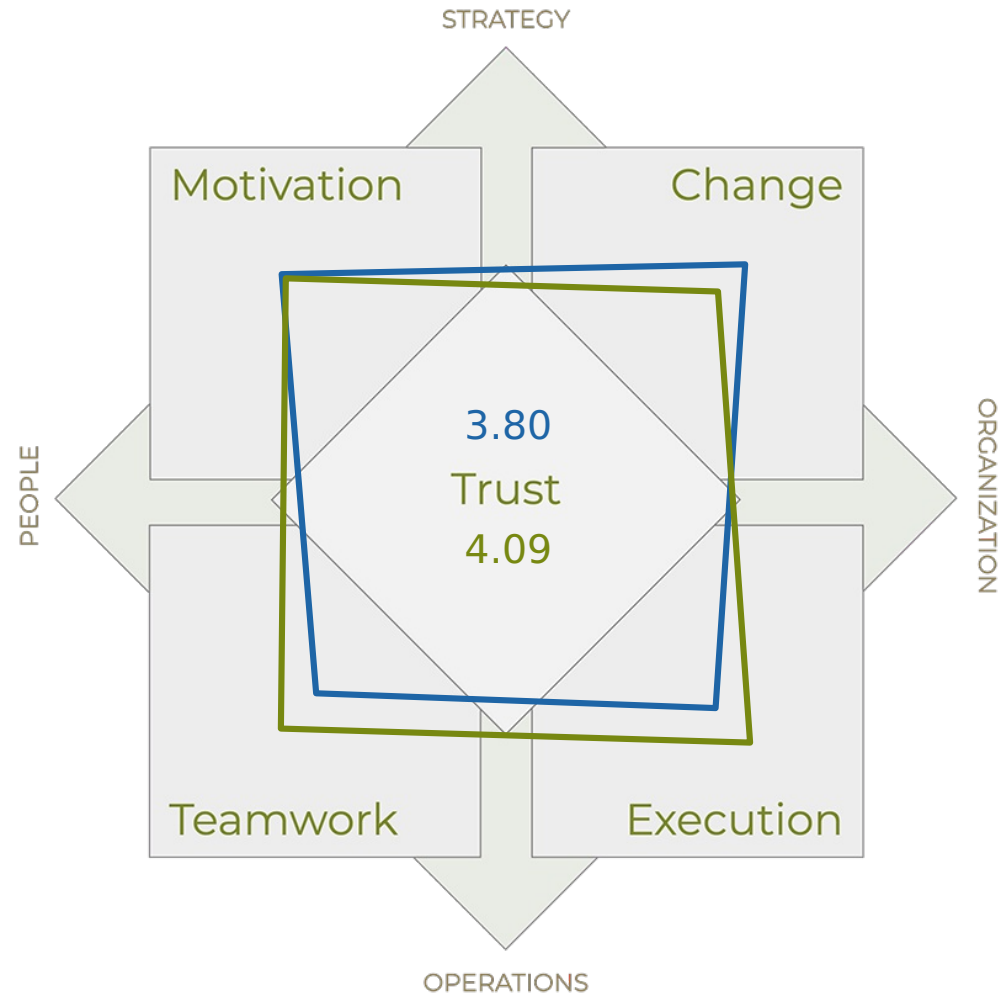


## Executive Summary

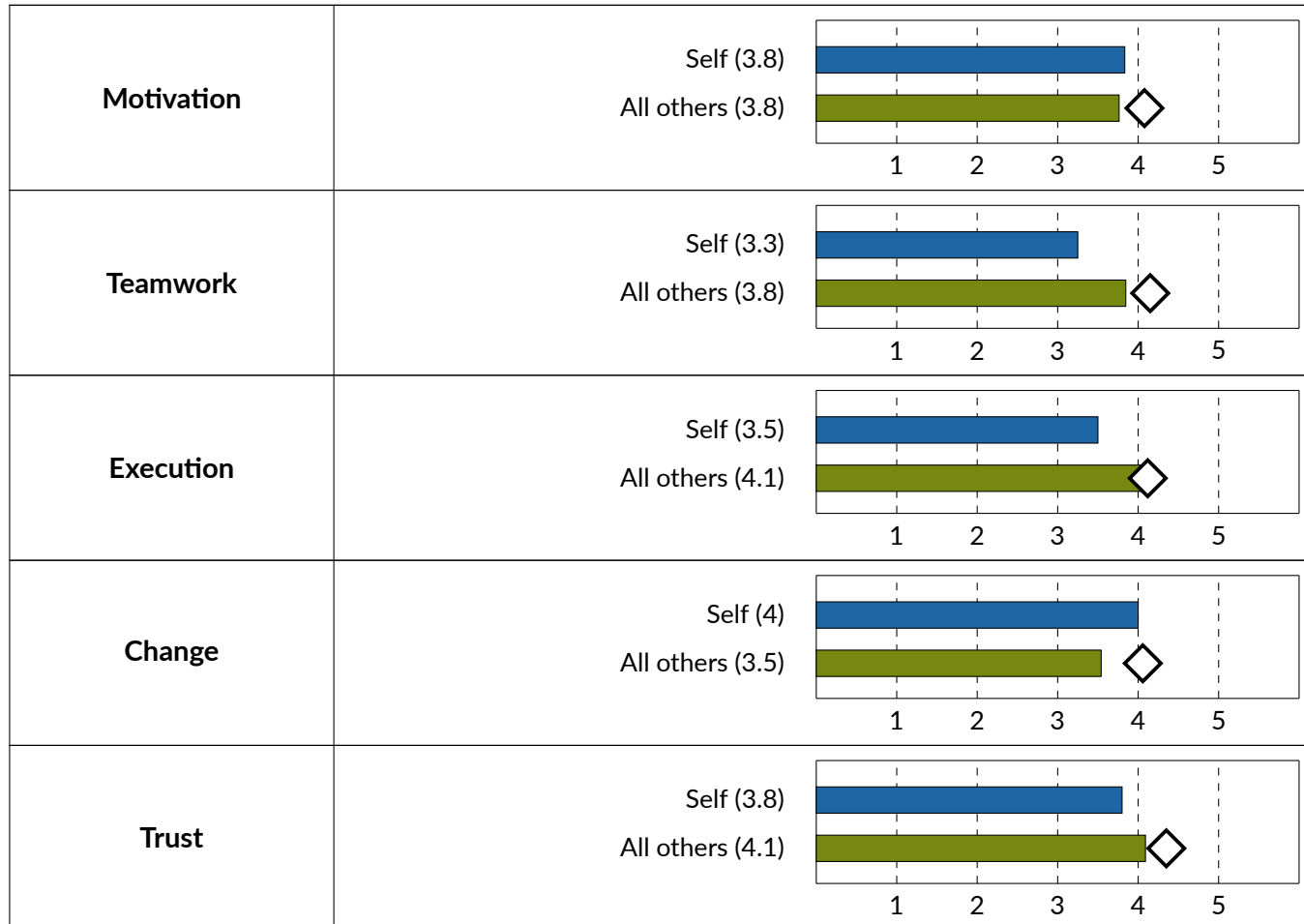
LVS - Leadership Vital Signs - is a multi-rater assessment providing focused feedback about your leadership and comparisons between your and others' perceptions. In this context, "leadership" is defined by the five components shown in green on this graph.

The blue line shows your self-perception scores; the green shows others' perception. A line closer to the outside of the graph represents a higher score. Trust scores are shown in the central Trust diamond.

This data is shown in a bar graph on the following page.



## Feedback Summary



This chart provides a summary of your feedback.

The blue (top) bars show your self-assessment. The green bars show how all others rated you in each area.

The diamonds on the bar graph represent targets for high performance; there are 3 colors: A green diamond means that in this area, your raters perceive that you in the top 25% of performers. A white diamond means your raters evaluated you in the average range of performance. A red diamond means your raters see this as an area of concern or risk.



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## Section 1: Introduction

Why should anyone follow you as a leader?

What results are you adding – not as someone who “does a job” but as someone who enables greater performance from others?

An effective leader must be able to set a context where people can excel – this requires balancing organizational and individual needs, strategy and operations. Great leaders have a remarkable mix of vision and practical skill; they have unique insight, but perhaps even more important: They facilitate others to be effective at something worthwhile.

*“Your foremost job as a leader is to take care of your own emotional energy and then help orchestrate the energy of those around you.”*

*- Peter Drucker*

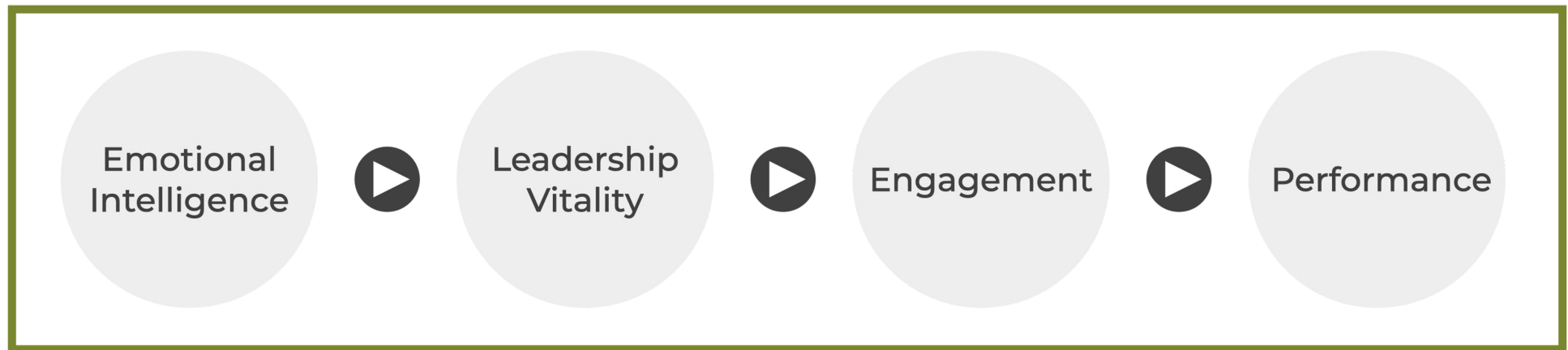
So how are you performing now as a leader? What are your strengths and weaknesses, and what will you do about those? One of the biggest challenges leaders face is getting quality feedback so they know how they’re doing. This tool can provide that.

The Leadership Vital Signs returns feedback on your leadership performance. You’ll be able to compare your self-impression with input from others. Neither is the “whole truth,” but both are accurate: This data reflects your real perceptions and others’ real perceptions. These are people who see you on a regular basis; their feedback tells you how you are coming across. The goal is insight that will increase your leadership effectiveness.

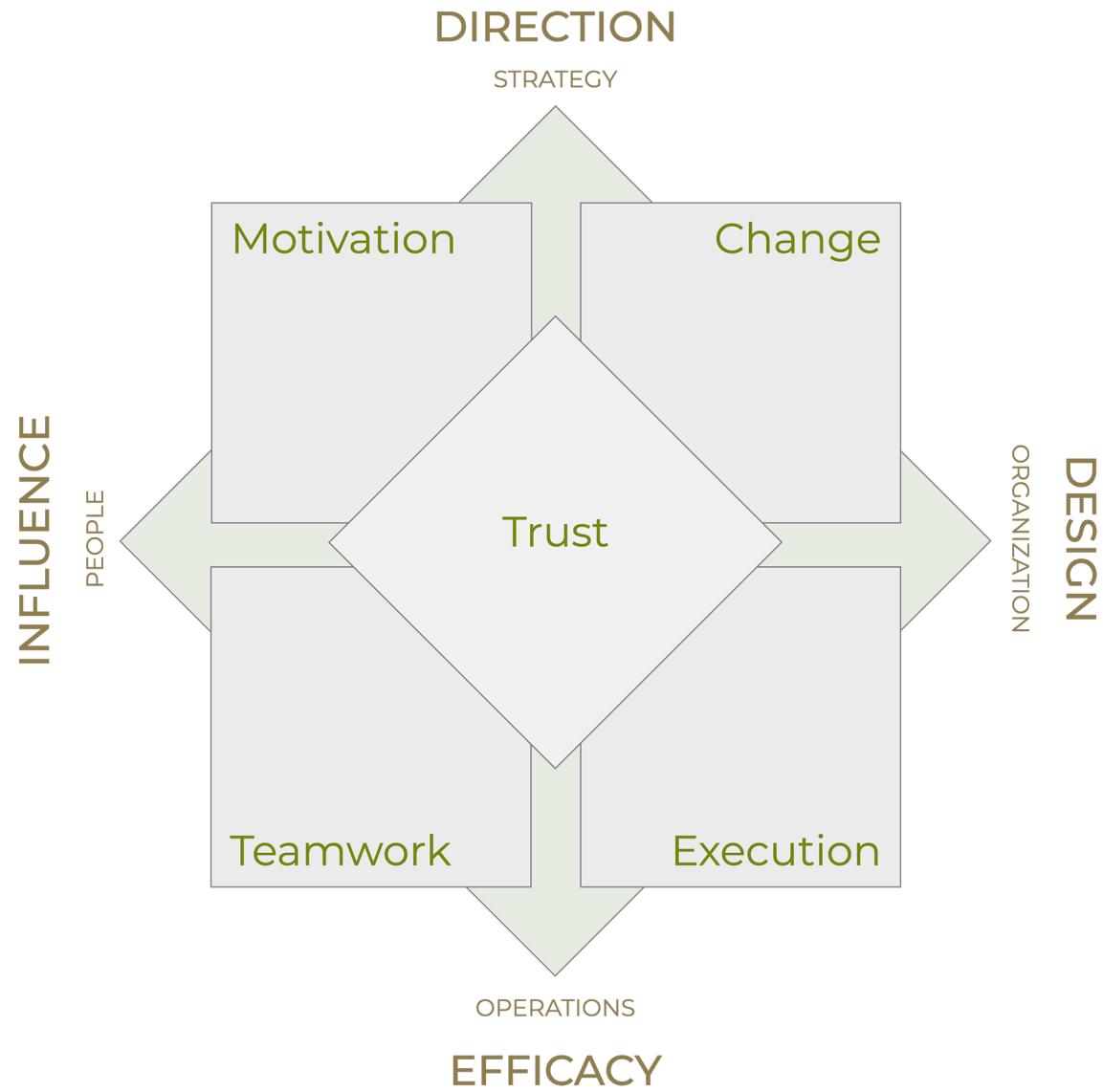


## Section 2: The Vital Signs Model

The Vital Signs Model defines five key drivers of effective leadership that lead to four critical outcomes – that lead to sustainable performance:



The model is shown graphically on the next page.



As you saw in the executive summary, the drivers are organized into four domains with trust at the center. An effective leader will be strong and balanced across these dimensions:

|  |  |
|--|--|
| <b>Strategy:</b> Creating a vision of change and enrolling people in that direction. | <b>Operations:</b> Focusing the team to execute effectively.                         |
| <b>People:</b> Building a cohesive team and enabling them to excel.                  | <b>Organization:</b> Maintaining focus and adaptability to pursue operational needs. |

**Action:**

Consider your feedback so far.  
How balanced is your profile?

In these four domains...

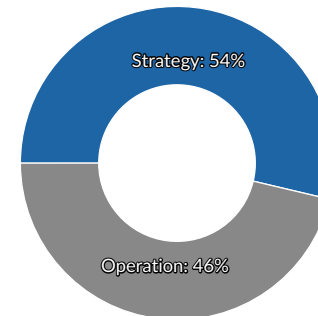
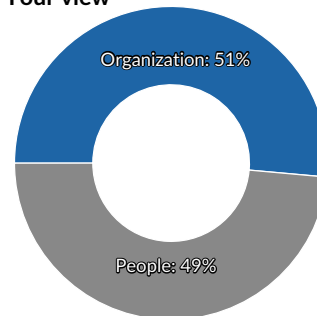
| Rated By | Highest   | Lowest   |
|----------|-----------|----------|
| Self     | Change    | Teamwork |
| Others   | Execution | Change   |

Is this generally true of you as a leader?

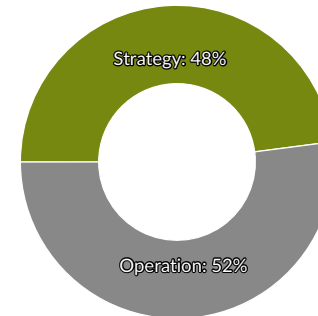
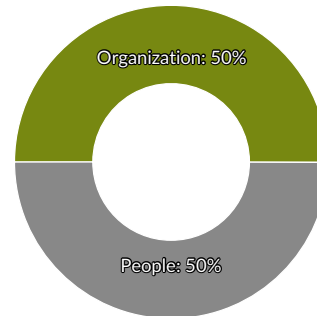
What's the implication?

**Balancing the Dimensions**

Your view



Others' view





## Section 3: The Drivers in Detail

On the following pages you find definitions of each of the five drivers and the numerical feedback you received.

In each graph you will see your self-evaluation, a category called “All Other” which includes everyone who provided feedback. “All Others” is then further broken down by group depending on the responses (these categories are defined on the project setup, and, in order to maintain anonymity, all groups must have at least three people responding in order to appear as a separate bar. The “Supervisor” category is exempt from the three-person minimum).

Your “All Other” feedback includes these subgroups:

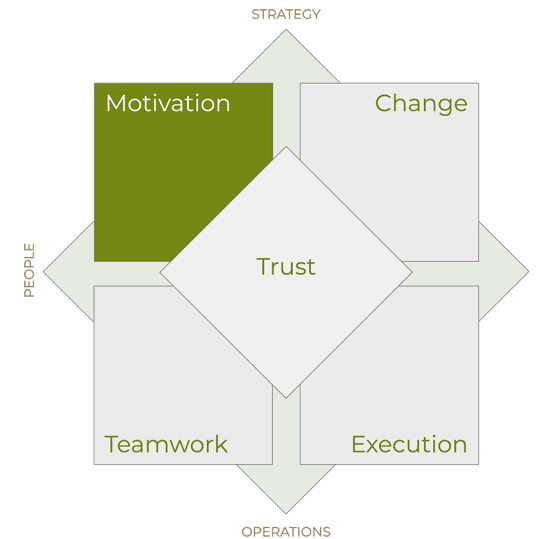
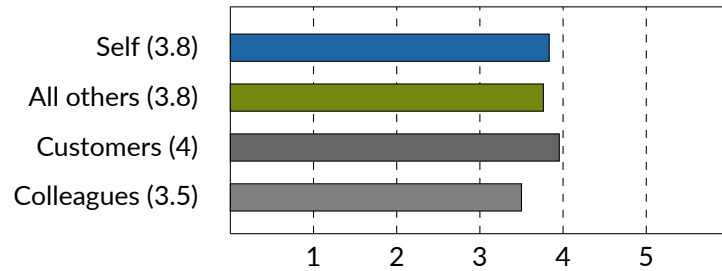
| Categories | Number of raters |
|------------|------------------|
| Customers  | 4                |
| Colleagues | 3                |



# 1. Motivation

**Definition:** “Motivation is the source of energy to overcome challenges, pursue a goal, or maintain commitment.”

Many studies say - and common opinion agrees - that leadership creates value. However, leaders don't create the results themselves. In fact, in checking all the variables, only 10-20% of an organization's success can be directly attributed to the leader's efforts. While that's significant, it's clear that the subordinates represent the real “human capital” - it is the remaining 80-90% that generates the success. So the leader's contribution isn't so much from direct action, but from understanding and engaging others. This requires building a shared sense of purpose and direction, setting mutual expectations, and setting up each person for success.

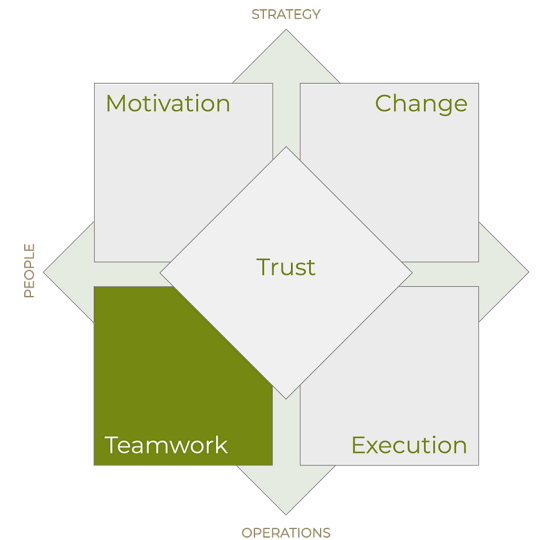
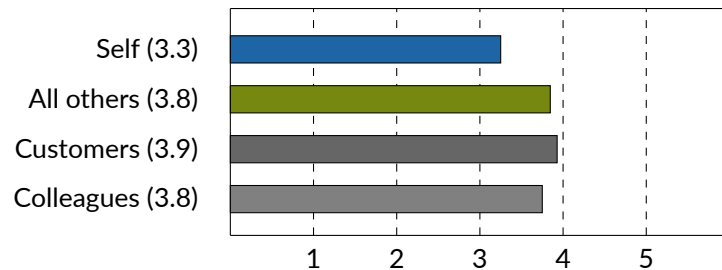


## 2. Teamwork

**Definition:** “Teamwork is collaborating to pursue a goal; it requires a sense of shared purpose and belonging.”

Imagine a group of musicians, each playing something a bit different. Now consider the conductor coordinating these diverse forces so that together something new is created. Like that orchestra, teams are plural, complex and delicate. Simultaneously individuals are moving in their own ways, yet with coordination and integration there is a powerful synergy.

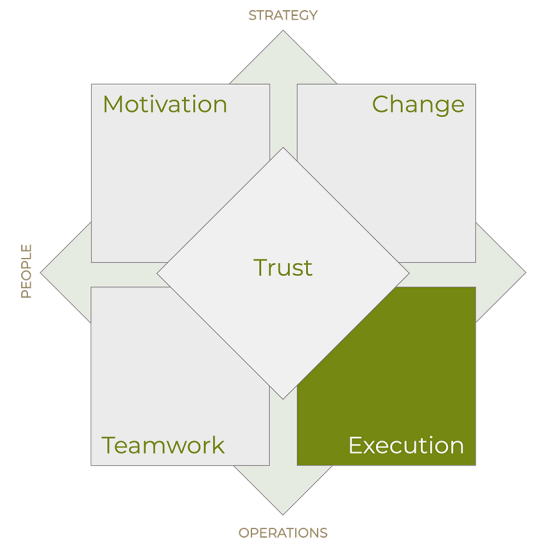
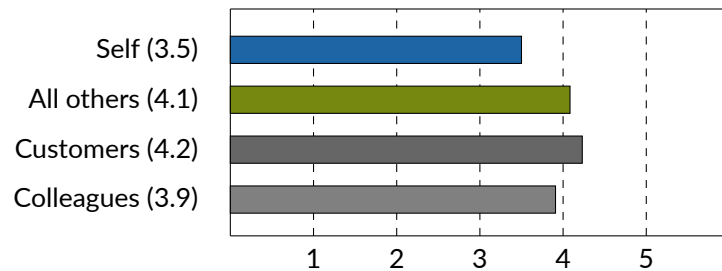
The leader’s job is to create the conditions where the efforts of talented individuals are multiplied by belonging to a team. This requires a process of enrolling people in a shared direction and supporting each person to participate to the best of his/her ability. It requires making visible what it is frequently hidden, facilitating the flow of information, articulating different points of view and regularly providing feedback about what is and isn’t working.



### 3. Execution

**Definition:** “Execution is the ability to achieve strategic results by implementing specific steps that work.”

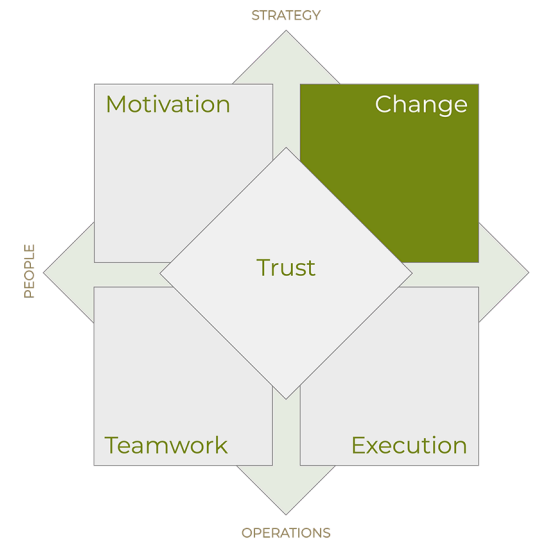
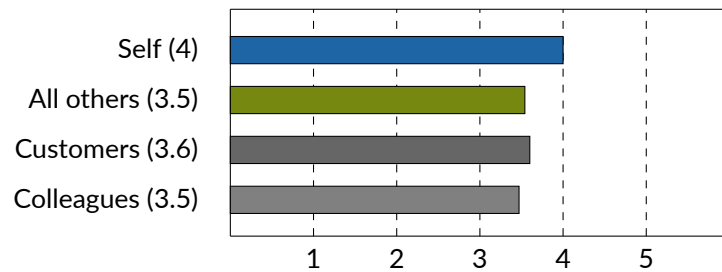
Even a great strategy isn’t enough. Operational success comes from turning the plan into reality. Effective leaders have enough of a plan to create clarity and they break it down into actionable, specific steps that work. Then they check progress, monitoring the delivery of these elements and circling back to ensure key milestones stay on track. This requires attention to detail, open communication, accountability, and the ability to see not just the overall vision, but how small actions will move toward that outcome.



## 4. Change

**Definition:** “Change leadership is the ability to keep the team innovating and adapting to succeed in a continuously changing environment.”

Change is mainly a process of learning: it means discovering new approaches, new systems, new ways of interacting. As organizational needs evolve, so must the players - and effective leaders have the awareness and skill to manage this dynamic process. To activate a change process we need to start with ourselves; the way we think, feel, and act ripple outward creating either resistance or engagement. An effective change leader maintains realistic optimism, takes the challenges as opportunities, and maintains an ongoing dialogue about the purpose and process of change.



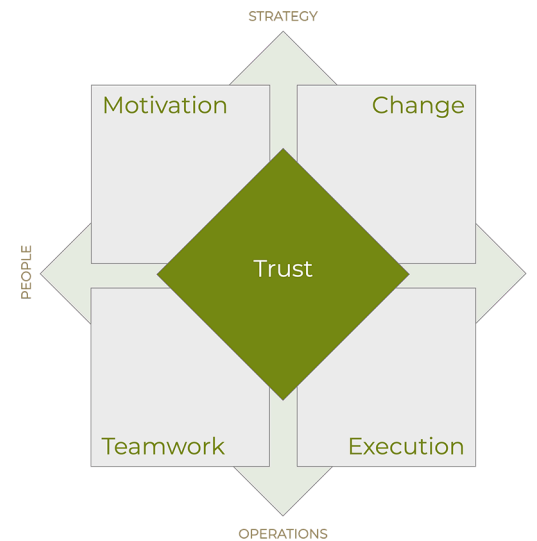
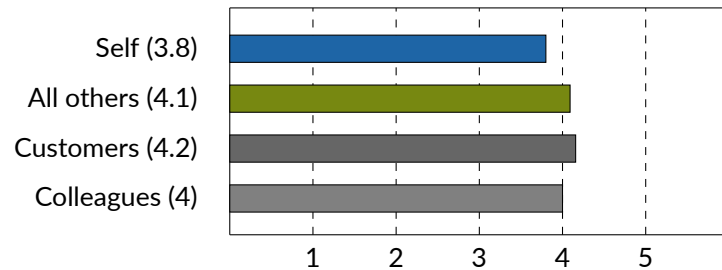
## 5. Trust

**Definition:** “Trust is a feeling of confidence and surety - a trustworthy leader is someone who others will rely upon.”

Leadership isn’t something that one can buy or make by oneself; by definition a leader requires the consent of followers. The quality of that relationship can be measured by trust; it is the benchmark or foundation of an effective working relationship.

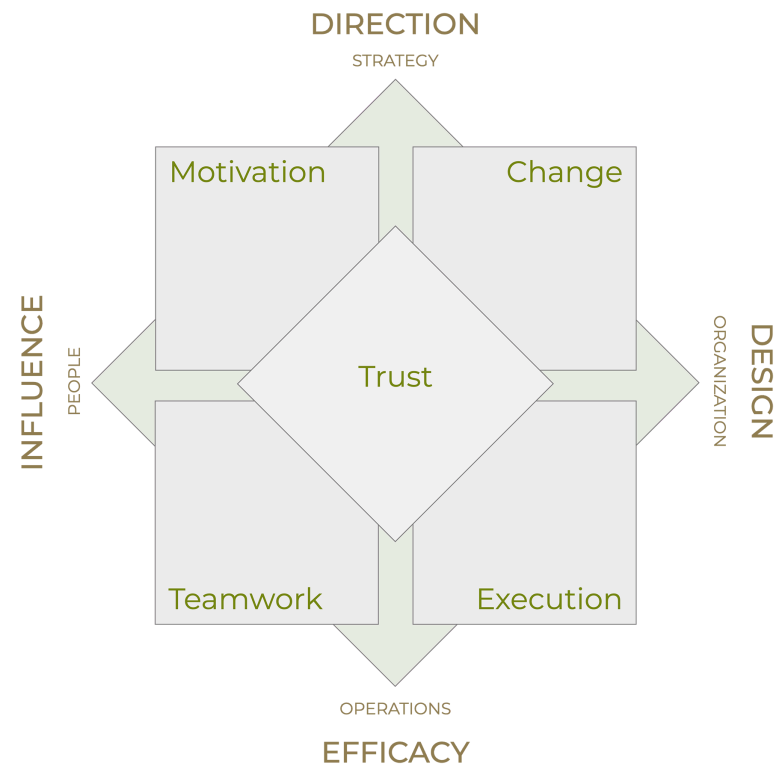
Leaders who generate trust facilitate others to take positive risks - risks to fully commit, to be forthcoming and honest, to stretch, to be open to change, and to grow. Followers listen to a trusted leader, they believe in her/his words so they don’t waste time in petty disagreement and power struggle.

Trustworthy leaders keep promises, both those spoken and unspoken. Trust grows when leaders are competent, consistent, committed, and caring.



## Section 4: Outcomes

Research with the Vital Signs model finds that the five drivers outlined above have a strong effect on certain critical performance outcomes, one per dimension. These outcomes are assessed with specific questions in the LVS survey.

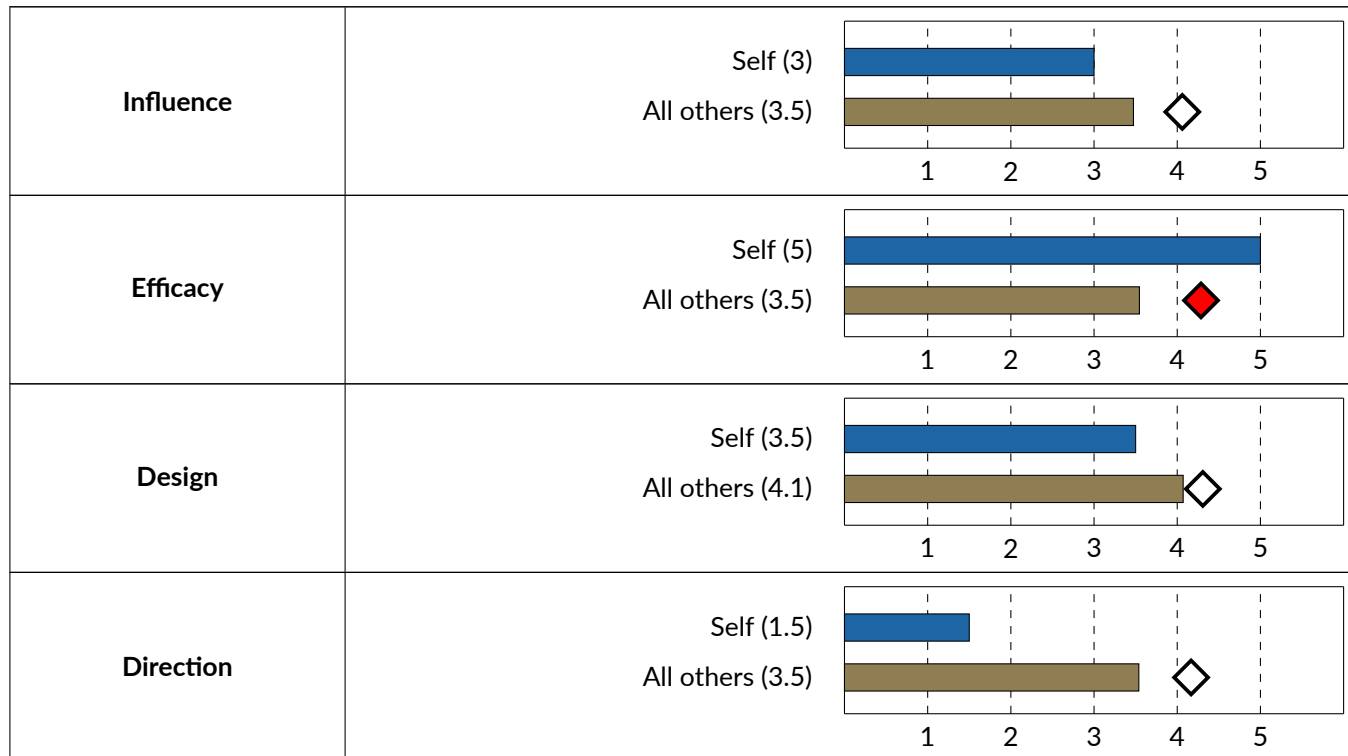


*Influence*: building strong relationships to enroll people.

*Efficacy*: generating useful results.

*Design*: managing a smooth workflow with and through people.

*Direction*: setting a viable, powerful vision.



This chart provides a summary of your outcomes feedback.

The blue (top) bars show your self-assessment. The brown bars show how all others rated you in each area.

The diamonds on the bar graph represent targets for high performance there are 3 colors: A **green** diamond means that in this area, your raters perceive that you in the top 25% of performers. A **white** diamond means your raters evaluated you in the average range of performance. A **red** diamond means your raters see this as an area of concern or risk.





## Section 5: Numeric Data

This table is a summary of the data; it contains the scores explained on the previous pages, now summarized into a single table.

| Raters     | Motivation | Teamwork | Execution | Change | Trust |
|------------|------------|----------|-----------|--------|-------|
| Self       | 3.83       | 3.25     | 3.50      | 4.00   | 3.80  |
| All others | 3.76       | 3.85     | 4.08      | 3.54   | 4.09  |
| Customers  | 3.95       | 3.93     | 4.23      | 3.60   | 4.16  |
| Colleagues | 3.50       | 3.75     | 3.91      | 3.47   | 4.00  |



| Raters     | Influence | Efficacy | Design | Direction |
|------------|-----------|----------|--------|-----------|
| Self       | 3.00      | 5        | 3.50   | 1.50      |
| All others | 3.47      | 3.55     | 4.07   | 3.54      |
| Customers  | 4.00      | 3.86     | 4.38   | 4.00      |
| Colleagues | 2.57      | 3.00     | 3.67   | 2.80      |



## Largest Gaps

This table shows the largest gaps (i.e., differences) between your self-perception and others' perception. For each there is space for you to consider the implications of this feedback.

### Items where self-assessment is higher:

| Item   | Self | All others |
|--|------|------------|
| 24. He helps people utilize their strengths  | 5    | 3.14       |
| <i>What can you learn from this data?</i>  |      |            |
| 25. As a change process closes, he reflects about the results of change with me and others | 5    | 3.29       |
| <i>What can you learn from this data?</i>  |      |            |
| 18. He inspires confidence   | 5    | 3.40       |
| <i>What can you learn from this data?</i>  |      |            |
| 22. He convincingly explains the reasons behind change                                     | 5    | 3.43       |



| Item                                      | Self | All others |
|---|------|------------|
| <i>What can you learn from this data?</i> |      |            |



**Items where others' evaluation is higher:**

| Item                                       | Self | All others |
|--|------|------------|
| 15. He is a skilled professional           | 1    | 3.71       |
| <i>What can you learn from this data?</i>  |      |            |
| 7. He delegates effectively                | 2    | 3.75       |
| <i>What can you learn from this data?</i>  |      |            |
| 1. He is genuinely appreciative            | 3    | 4.71       |
| <i>What can you learn from this data?</i>  |      |            |
| 14. He involves people in change processes | 2    | 3.50       |
| <i>What can you learn from this data?</i>  |      |            |



## Analysis of Responses

This table shows how many people rated you a 1, 2, 3, 4, or 5 for each time. On the right you see the average score of all others' evaluations. Your self-evaluation is highlighted in blue.

| Item   | 1 | 2 | 3 | 4 | 5 | Average |
|--|---|---|---|---|---|---------|
| 1. He is genuinely appreciative  | 0 | 0 | 0 | 2 | 5 | 4.71    |
| 2. He translates strategic goals into practical action steps                 | 0 | 0 | 1 | 4 | 2 | 4.14    |
| 3. He is good at encouraging the flow of information                         | 0 | 0 | 1 | 1 | 4 | 4.50    |
| 4. He can help people perceive change as an opportunity                      | 0 | 0 | 1 | 3 | 2 | 4.17    |
| 5. If he makes a promise, he keeps it  | 0 | 0 | 0 | 3 | 4 | 4.57    |
| 6. Everyday he commits to create positive workplace interactions with others | 0 | 1 | 3 | 1 | 2 | 3.57    |
| 7. He delegates effectively  | 0 | 1 | 0 | 2 | 1 | 3.75    |
| 8. He places high value on teamwork  | 0 | 0 | 3 | 1 | 3 | 4.00    |
| 9. He pushes for innovation  | 0 | 1 | 2 | 2 | 1 | 3.50    |
| 10. He is a genuine and sincere person                                       | 1 | 0 | 2 | 0 | 3 | 3.67    |
| 11. He values different perspectives   | 0 | 2 | 0 | 1 | 3 | 3.83    |
| 12. He stays on top of projects by actively monitoring progress              | 0 | 0 | 1 | 2 | 4 | 4.43    |
| 13. He facilitates connection between people                                 | 0 | 1 | 1 | 3 | 1 | 3.67    |
| 14. He involves people in change processes                                   | 0 | 1 | 2 | 2 | 1 | 3.50    |
| 15. He is a skilled professional   | 0 | 1 | 2 | 2 | 2 | 3.71    |
| 16. He clarifies expectations  | 0 | 1 | 2 | 0 | 2 | 3.60    |



| Item  | 1 | 2 | 3 | 4 | 5 | Average |
|---|---|---|---|---|---|---------|
| 17. He meets deadlines  | 0 | 1 | 1 | 2 | 2 | 3.83    |
| 18. He inspires confidence  | 0 | 2 | 0 | 2 | 1 | 3.40    |
| 19. He has excellent relationship skills  | 0 | 0 | 2 | 2 | 2 | 4.00    |
| 20. He is very attentive to my needs  | 0 | 1 | 1 | 3 | 1 | 3.67    |
| 21. He encourages me to give and receive feedback   | 1 | 2 | 0 | 2 | 2 | 3.29    |
| 22. He convincingly explains the reasons behind change  | 0 | 1 | 2 | 4 | 0 | 3.43    |
| 23. He builds trust   | 0 | 0 | 0 | 4 | 3 | 4.43    |
| 24. He helps people utilize their strengths   | 0 | 1 | 5 | 0 | 1 | 3.14    |
| 25. As a change process closes, he reflects about the results of change with me and others  | 0 | 3 | 1 | 1 | 2 | 3.29    |
| 26. He is inspiring   | 1 | 1 | 0 | 0 | 3 | 3.60    |
| 27. I go along with his ideas   | 0 | 1 | 2 | 2 | 2 | 3.71    |
| 28. He works with me to get important work accomplished   | 0 | 1 | 2 | 3 | 0 | 3.33    |
| 29. He achieves positive results  | 0 | 0 | 3 | 0 | 2 | 3.80    |
| 30. He stays actively involved in important projects  | 0 | 1 | 1 | 2 | 3 | 4.00    |
| 31. He plans projects systemically, balancing the various needs (priorities, people's skills and needs, finances, organizational culture, etc.) | 0 | 1 | 0 | 3 | 3 | 4.14    |
| 32. He is focused on long term goals  | 0 | 1 | 1 | 3 | 2 | 3.86    |
| 33. He brings me into the vision  | 0 | 1 | 3 | 2 | 0 | 3.17    |
| 34. I listen to him   | 1 | 0 | 4 | 1 | 1 | 3.14    |



## Section 6: Comments

### Examples

The LVS survey invites people to give examples to substantiate their responses. Any comments you entered are highlighted in blue.

*No comments present.*





## Stop, Start, Continue

At the end, the questionnaire asks four open-ended questions. Responses are below; your responses (if you gave any) are highlighted in blue.

**START - What would you like Sample to start to do (or do more)?**

- Sample Text
- Sample Text

**STOP - What would you like Sample to stop doing (or do less)?**

- Sample Text
- Sample Text

**CONTINUE - What would you like Sample to continue (that is working well)?**

- Sample Text
- Sample Text

**Do you have other feedback about Sample's leadership?**

- Sample Text
- Sample Text



## Section 7: Conclusions

### Reflections

Answer these questions to get the most value from your report.

What are some “common themes” you can identify from the feedback?

There may be some feedback that is not particularly useful to you, or that you reject. There is probably some that you accept and see as important. What are the 2-3 most important areas for you to work on?

What are your key strengths that have been confirmed or emphasized in the report?

Is there one area of the LVS model that would be valuable for you to work on? Which? What benefit would you get from working on that?



## Action Plan

What are your next steps in your leadership development?

| Objectives                 | Benefits                                 | Action Steps                                       |
|----------------------------|--|--|
| What is one key objective? | What are the benefits of achieving this? | What are some key steps to reaching the objective? |
| 1                          |  |  |
| 2                          |  |  |
| 3                          |  |  |



## Conclusions

A few key points...

- The Leadership Vital Signs Report provides feedback and information that you can consider. Some of the feedback will be invaluable, some will be unimportant. If you are defensive or closed, it will be hard to tell which is which! So approach this information with curiosity and openness. What gems can you find here?
- The quality of the feedback will depend on many factors, such as the current workplace environment, how well the raters know you, how much trust they had in the anonymity of this feedback or a perceived risk in being honest, how much time they took to reflect deeply, etc.
- The five drivers in the Vital Signs model are powerful. Research and experience shows us these areas make a significant difference in a leader's effectiveness - and also in quality of life.
- The current scores are not permanent. If you choose to work on any area, you can change your interactions and change the scores.
- Don't forget your strengths. Often receiving this kind of feedback, leaders will focus on the criticisms or lowest scores. But focusing on strengths usually produces more and faster results. What is one of your strengths revealed in the feedback? How can you leverage it?

Congratulations on your commitment to growing as a leader, we hope the LVS has been valuable for you.

- The Six Seconds' Team



The Vital Signs Assessments:

- LVS** Leadership Vital Signs: Insight on leadership effectiveness.
- TVS** Team Vital Signs: Identify opportunities and obstacles for optimal group performance.
- OVS** Organizational Vital Signs: Measure key indicators of organizational climate across the enterprise.

The Vital Signs toolkit is published by Six Seconds.

Six Seconds provides consulting, training, education, and tools supporting people to create positive change - in organizations, schools, families, and communities around the globe.

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