

**Confidential Results**

# CareeR<sub>x</sub><sup>®</sup> Development Report

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## **Team Leader Readiness Computerized Simulation**

**Results for:**

**John Doe  
ID# 123-45-678  
July 29, 2008**



**Employment Technologies**  
CORPORATION

## CareeRx Individual Performance Plan

**Decisiveness** — Strongly communicating expectations, quickly responding to situations, justifying decisions when challenged, and following through on decisions.

### Recommended Activities for Decisiveness

To Be  
Completed By:      Completed:

#### On-the-Job Activities

- Identify a supervisor or colleague who you feel is an effective decision maker. Ask that person to explain his or her decision-making process. Keep a list of effective techniques. \_\_\_\_\_
- Reflect on a decision you made recently that did not have a positive outcome. Identify two or three things you might have done differently to improve the outcome (e.g., responded more quickly, considered other perspectives, considered the long-term impact of the decision). \_\_\_\_\_
- Reflect on a recent decision that had a very positive outcome. Note the key things that contributed to the successful outcome. \_\_\_\_\_
- Outline a systematic process for relaying new information to your team. Follow this process to ensure that agents receive timely, clear, accurate, and complete information. \_\_\_\_\_
- For two weeks, keep a journal of important decisions you have made. Review the journal at the end of the two-week period. Determine how many decisions were effective and how many decisions could have been more effective. What was the rationale behind each decision? Was the rationale sound? \_\_\_\_\_
- Monitor the impact of your decisions on the team and on the organization. Use this information to develop strategies for addressing similar issues in the future. \_\_\_\_\_
- Ask your supervisor for feedback about your decision-making process. Brainstorm ways to enhance the effectiveness of your decisions. \_\_\_\_\_
- Reflect on a time when an agent challenged a decision that you felt was the right course of action. Ask yourself the following questions: 1) Did I provide clear rationale for my decision? 2) Did I defend the decision with facts? 3) Did I back down from a decision that I knew was right? \_\_\_\_\_
- When you arrive at a decision, practice arguing for the opposite decision. Determine if your initial decision is still sound. \_\_\_\_\_

#### Other

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