

The Performance Diagnostic™

The Performance Diagnostic is a web-based instrument that gives business leaders a remarkable line of sight into the capacity of their company to produce exceptional performance and growth.

FREQUENTLY ASKED QUESTIONS

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1. WHAT DOES THE PERFORMANCE DIAGNOSTIC MEASURE?

The Performance Diagnostic is a web-based instrument that measures five key factors that determine the capacity of individuals, teams and organizations to execute strategy and produce extraordinary business results over time.

Successfully implemented in more than one hundred major companies worldwide, The Performance Diagnostic gives specific, detailed recommendations to improve execution and enhance business performance.

2. HOW DO I TAKE IT?

The Performance Diagnostic is an online tool. The diagnostic takes less than 20 minutes to complete. Every employee who takes the diagnostic receives immediate online feedback on his or her contribution to execution and business performance, and areas recommended for improvement.

Executives and leaders have access to reports that give them visibility into specific target groups. With this insight leaders can plan and create specific action plans and interventions to enhance team and organizational performance and improve future diagnostic scores.

3. WHO TAKES IT?

The Performance Diagnostic is taken by specific teams within an organization. Team members respond to a set of items that ask about their behaviors and experiences related to the team's leaders, their fellow co-workers, and the organization as a whole.

4. WHAT ARE THE ADVANTAGES OF THE PERFORMANCE DIAGNOSTIC?

The Performance Diagnostic assesses employee behaviors and experiences directly, providing immediately actionable areas where an organization should focus its efforts to improve performance.

By measuring five validated factors of performance, The Performance Diagnostic allows an organization to have:

- Increased speed of execution
- Greater reliability in producing results
- Improved quality of results
- Unleashed innovation and creativity
- Higher levels of engagement

As a part of implementing The Performance Diagnostic, Gap International provides consultation and direction on how to successfully incorporate the results and feedback.

5. IS THE PERFORMANCE DIAGNOSTIC A VALIDATED MEASUREMENT TOOL?

The Performance Diagnostic is a fully validated tool.

- High construct validity
- High inter-item and test-retest reliability
- Measures behaviors, not opinions
- Use of proxy items to protect against “gaming”

6. HOW ARE THE RESULTS PRESENTED?

Individual Results:

Every individual who takes The Performance Diagnostic receives immediate online feedback on his or her personal contribution to execution and business performance in the company. The intention of this feedback is to expand the individual’s thinking which will then have him or her be more receptive to programs designed to enhance performance.

Group and Organizational Results:

Leaders or any individual charged with the task of execution and performance on a team, set of teams, or for the entire organization can be granted access to the results for their teams that take The Performance Diagnostic. The intention of this feedback is to identify strengths and limitations of the groups’ abilities to effectively address performance.

7. AFTER I PURCHASE THE DIAGNOSTIC, WHAT DOES THE IMPLEMENTATION PROCESS LOOK LIKE?

The implementation process has five phases: Set up and Design, Administration, Analysis, Individual Feedback, and Senior Executive Debrief Consultation.

The implementation process takes approximately four to eight weeks (depending on the size of the organization) from start to finish and each participant's time commitment is twenty minutes.

8. WHAT ARE THE SYSTEM REQUIREMENTS TO ADMINISTER THE PERFORMANCE DIAGNOSTIC IN MY COMPANY?

Employees who take the diagnostic would need to have access to the internet for approximately 20 minutes to complete the diagnostic. If employees do not have regular access to the internet and/or email addresses alternate administration methods may be requested

9. HOW IS THIS DIAGNOSTIC DIFFERENT FROM OTHER MEASUREMENT SURVEYS?

The Performance Diagnostic studies the leader, team, and organizational dynamic from a completely unique frame. This new frame focuses on employee behaviors, representing a fundamental shift in the way employees across the company relate to their impact on performance.

It points to the exact areas within an organization that need to be impacted to improve execution.

10. WHO IS GAP INTERNATIONAL?

Gap International is a global management consultancy company that partners with executives in producing exceptional growth through extraordinary performance. Gap International offers products and services that provide a disciplined, systematic approach to sustainable profitable growth.

For over three decades Gap International has worked with FORTUNE 500 and Global 1000 corporations and public sector organizations in enabling leaders, teams, and organizations to operate at the highest levels of performance.

The company has global headquarters in Philadelphia and offices in London and Shanghai.

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