



THE LES HELPS YOU

PRODUCT OVERVIEW

The Leadership Effectiveness Survey® (LES) is a 360° multi-rater feedback process providing experienced professionals with an opportunity to receive feedback on their job performance from the people around them – their manager, peers, subordinates and customers. It provides employees and managers with insightful, 360-degree performance feedback needed for them to develop and succeed.

The survey is designed to assist in professional development. Every aspect of the process is customized to your organization and the core competencies believed to be important to your professional growth and development.

**Identify Strengths
And Developmental
Opportunities**



**Encourage Candid
And Honest
Communication**



**Improve Engagement
And Performance**



**Guide
Conversations
With Colleagues**



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Participants complete the survey via a web-based application. Executive Development Associates' platform allows you to gather and analyze 360-degree feedback quickly and easily. The right platform simplifies the process of obtaining information from the right people and putting it into a single review.

PRODUCT VERSIONS

The LES is ideal for leadership development. EDA offers 5 versions of the Leadership Effectiveness Survey® (LES). The LES II and LES III are different versions of the original EDA LES, each one being based on the earlier version. We believe the LES III is most up-to-date for the current marketplace, but some of our customers prefer earlier versions.

The Physician (PLES) and Healthcare (HLES) were created specifically for use within the healthcare industry, one for practicing physicians and the other for general healthcare leaders.

SURVEY OBJECTIVES

- Encourage candid and honest communication between you and your colleagues
- Help you identify your professional strengths and developmental opportunities
- Establish a quantitative baseline that will allow you to assess your progress
- Give you the opportunity to improve your skills by being more aware of others' perceptions and observations of your performance
- Guide your conversations with your colleagues to ensure you remain informed of others' observations and suggestions
- Improve engagement and performance

SURVEY RESULTS

Once results are available, professional feedback is crucial to maximizing your key takeaways. Professional feedback is offered in the following ways:

- An EDA consultant delivers feedback either by phone or in person
- A qualified internal professional delivers feedback following industry best practice guidelines
- EDA certifies internal professionals to deliver the feedback sessions

During the feedback session, key performance strengths are identified, areas for professional development are established and a plan of action is designed. Participants also receive a gap analysis detailing how the professional's self-perception compares to the perceptions of others.

	Leadership Effectiveness Survey (LES)	Leadership Effectiveness Survey (LES II)	Leadership Effectiveness Survey (LES III)	Physician Leadership Effectiveness Survey (PLES)	Healthcare Leadership Effectiveness Survey (HLES)
COMPETENCIES	Communication	Communication	Communication		
	Team Orientation	Team Orientation	Team Orientation	Customer Orientation	Customer Orientation
	Decision Making Skills	Decision Making Skills	Functional & Technical Skills	Command Skills	Command Skills
	Organization & Time Skills	Accountability & Responsibility	Organization & Time Skills	Accountability & Responsibility	Accountability & Responsibility
	Leadership	Performance Management	Leadership	Developing Others	Developing Self & Others
	Systems & Procedures	Operations	Performance Management	Clinical Quality	
	Self-Control	Personal Conduct	Personal Character	Self-Knowledge	Self-Knowledge
	Ethics	Interpersonal Relationships	Interpersonal Savvy	Interpersonal Relationships	Interpersonal Savvy
	Visionary Leadership	Visionary Leadership	Critical Thinking	Managing Vision & Purpose	Managing Vision & Purpose
		Business Knowledge & Skills	Business Acumen	Business Acumen	Business Acumen



CUSTOMIZATION

The LES may be further customized if a more specific approach is desired. EDA can design a 360 using current competencies of your clients, or we offer validation studies when complete customization from the ground up is desired.

LOGISTICS

Targets are identified (by Supervisors or HR). Targets are the people being assessed.

Targets (or Supervisors) will fill out a spreadsheet with up to 35 Raters. Raters are the people who will be filling out information on the identified Targets.

EDA initiates the survey with an introductory email to both the Target and Raters.

Once everyone has completed the survey, EDA will aggregate the data and provide a detailed report rating the participant's scores against those of others.

EDA sends identified targets (or Supervisors) a 360-Degree feedback template.

Once all contact information is gathered from the Target and individual Raters have been notified of the upcoming survey, EDA will begin the 360-Degree survey process.

EDA initiates reminder emails throughout the survey process timeframe, as needed.

Optional: One of our Executive Coaches will then provide a telephone debrief of results focusing on strengths and weaknesses of the Target to aid in further development.