



# Management Effectiveness Indicator

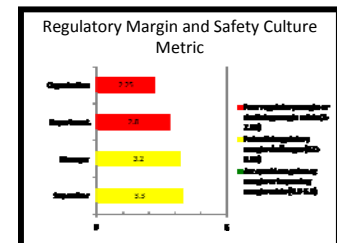
NWI CONSULTING, LLC

While leadership is easy to explain, leadership is not so easy to practice. Leadership is different from management. Some people have leadership ability, some people have management ability, but it is rare to find people with both leadership and management abilities. Leadership is about behaviors first and skills second. Good leaders are followed because people trust and respect them, rather than the skills they possess. Good managers are followed because they possess the skills to develop people into productive, engaged and self-sufficient employees. Management relies more on planning, organizational and communications skills. Leadership relies on management skills too, but more so on qualities such as integrity, honesty, humility, courage, commitment, sincerity, passion, confidence, positivity, wisdom, determination, compassion, sensitivity, and a degree of personal charisma.

**Management Effectiveness Indicator (MEI)** - measures the application of the Systematic Approach to Management model (SAM) and the Systematic Approach to Accountability model (SAA). The MEI metric initially requires the development of an anonymous base line. Subsequent survey results will identify gaps to management excellence and “real time” individual mentoring opportunities. A second and third administration of the MEI will indicate the level and trend of management performance in 5 key areas: Application of management skills, effective communication, implementation of performance management, regulatory margin and overall management effectiveness.

The levels of effectiveness results are color coded as RED, YELLOW, BLUE and GREEN in each performance area and after subsequent administrations of the MEI, trending arrows show decreased, maintaining or increased level of effectiveness in each category and overall. The scoring is applied to individual managers and is compiled into a status of the overall organization’s leadership team’s effectiveness. A series of metrics can assist your organization in pin-pointing the areas that require attention and remediation. MEI provides the following metrics for organizational review and action;

- **Functioning Accountability**
- **Effective Communications**
- **Performance Management**
- **Management Skills Implementation**
- **Regulatory Margin and Safety Culture**



Support can be provided in multiple implementation strategies that fit your company needs. NWI can assist your organization in implementing this process. This assistance can vary from a few day training session on how the management model works and how to implement the model, to comprehensive assistance plan that includes training and implementation of the model, including the required interaction with the Human Resource department for establishing appropriate employee performance reviews and goals, development of roles and responsibilities, expectations, development of metrics, and the implementation of effective employee coaching and feedback.

NWI professionals have over 300 years of management experience interfacing directly with the NRC, DOE and INPO on sensitive and challenging issues. We at NWI Consulting, LLC are available at your convenience to help you in numerous other areas as well including operations, maintenance, radiation protection, training, chemistry, and engineering. Call us today to arrange time to discuss your organizational needs.