

# The Retail Management Formula



## Leader Readiness Assessment

Name: \_\_\_\_\_ Date \_\_\_\_\_

Elements of the Retail Leadership Profile		Description	Warning Signs	Assessment				Comments
				Weak	Avg.	Strong	Great	
<b>Personal Characteristics</b> (Most inherent)	<b>Responsibility</b>	Dependable, accountable, adapts to the environment, learns from mistakes, maximum effort	Use of passive voice, deflects accountability, no awareness of mistakes, average effort only					
	<b>Empathy</b>	Reads body language, tact and diplomacy, desire to satisfy others, polite & friendly, collaborates well	Relates mostly to self, fails to properly anticipate impact on others, fails to smile and connect					
	<b>Authenticity</b>	Good substance behind statements, solid point of view, can admit mistakes, sincere humility	Talks in generalities instead of specifics, unable to commit to opinion, touts self above others					
	<b>Fortitude</b>	Tenacity to fight through obstacles, bounces back from adversity, flexibility to adapt to changes	Overly sensitive to negative feedback or results, discouraged by failures, gives up easily					
<b>Skills</b> (Most learnable)	<b>Communication</b>	Verbal is clear & direct, gets to the point, strong listening ability, nonverbal is good, writes well	Rambles without making point, hard to understand, fails to answer the right question					
	<b>Organization</b>	Manages time well, structures tasks and projects, plans effectively, controls minor details	Misses deadlines, forgets details or tasks, frequently runs out of time, doesn't identify sequential steps					
	<b>Judgment</b>	Makes solid decisions, accurately discerns character of others, tends to be in right place at the right time	Makes questionable decisions, misses key action points, fails to size up severity of issues					
	<b>Coaching</b>	Delegates and follows up well, assesses performance accurately, teaches, gives quality feedback	Fails to provide enough direction or support, spends too little time observing, chides without teaching					
<b>Influencing Ability</b> (Blend of inherent and learnable)	<b>Wisdom</b>	Possesses relevant knowledge and wide range of experience, analyzes well, draws meaning from data	Fails to translate experiences to new situations, misses key points in data or analysis					
	<b>Focus</b>	Prioritizes well, simplifies complex ideas, gets to the root of issues, facilitates discussions	Drifts among priorities, mixes concepts or messages, fails to understand root causes					
	<b>Action Orientation</b>	Takes the initiative, gets stuff done, makes decisions, sets an aggressive pace for others	Waits for others to act, slow to decide, requires certainty before moving ahead					
	<b>Vision</b>	Thinks creatively, sees beyond the status quo, pushes for change, inspires to a compelling mission	Resists change, fails to foresee likely consequences to actions, has trouble thinking out of the box					
	<b>Presence</b>	Displays confidence, is noticeable, shows obvious energy, commands attention, takes charge	Appears reserved and quiet, takes a back seat to the action, blends into the background					

