**BI TEMPLATE – Management Trainee Committee**

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| **Candidate** | Anne Example | **Exercise** |  |
| **Assessor** |  | **Date** | 6th November, 2018 |

**\_\_\_ Positive BI \_\_\_ Negative BI**

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| **1** | **Customer Service** | +=Advocated the benefits of the customer satisfaction survey, for example:   * Increasing custom. * Retaining goodwill. * Encouraging service focus. * Providing performance data to measure success. * Higher levels of satisfaction by resolving problems.   Recognised the-= importance of the customer to strategic development of the business.  Focused solely+= on the benefits of the customer satisfaction survey for the organisation and failed to see the benefits from the customers’ point of view. |  |
| **2** | **Leadership** | Demonstrated a concern for helping the group determine ‘how’ it was going to tackle the task.  Demonstrated the appropriate use of different interpersonal styles if necessary, e.g. switching from a collaborative style to a more directive style should the group find it is in danger of running out of time.  Allowed everyone the chance to speak.  Gave praise and encouragement when appropriate.  Took control of the meeting and led it in the desired direction, e.g. by outlining an agenda and summarising at appropriate stages to keep the meeting on course.  Adopted an inflexible leadership style, e.g. directive, regardless the situation.  Failed to provide focus and steer the group when it was looking to this person as its leader.  Failed to use the appropriate leadership style and to take control when needed, e.g. allowed a discussion of irrelevant issues to continue when the group was short of time. |  |
| **3** | **Initiative** | **Note:** There should be plenty of opportunity for active participation in the group.  Led discussion with suggestions as to ‘how’ the group could tackle its task.  Led the discussion with suggestions as to ‘what’ solutions the group might consider.  Took the initiative to wrap up the discussion towards the end of the meeting.  Participated to a minimal extent in the group discussion, characterised by prolonged periods of silence. |  |
| **4** | **Persuasive Oral Communication** | Was able to present his/her ideas and proposals in a clear and coherent manner.  Effectively persuaded others of the validity of his/her own point of view, be they ideas or courses of action.  Received enthusiastic response to his/her suggestions.  Failed to win others to own point of view/recommendations.  Allowed others to talk over him/her.  Jumped from one point to another. |  |