

LSDP Organisation Impact Case Study

Case Study Specifics

Notes

Between February and June 2018, the 24 most senior people within the Sydney office of a technology company completed a 6-day program with us.

The Sydney office employs 90 people.

The participant group comprised the 14 people managers within the office and 10 others (a combination of other senior staff and aspiring people managers).

On two occasions, shortly after the start of the program, and after completion of the program, all personnel were requested to complete a SurveyMonkey survey about their direct manager.

The first survey questions were:

1. What is the name of your direct manager? (from a dropdown list)
2. Over the last 3 months, my direct manager's greatest strengths have been: (open response)
3. Over the last 3 months, my direct manager's biggest areas for development have been: (open response)

On a scale of 1-10 the best description of my direct manager's effectiveness would be:

Poor		Fair		Good		V Good		Excellent	
1	2	3	4	5	6	7	8	9	10

The second survey had these same questions, plus one additional question:

Changes I've seen in my direct manager's effectiveness over the last 3 months: (open response)

Survey Responses

	Feb 23	Jun 25
Surveys Sent :	93	84
Responses Received :	<u>87</u>	<u>79</u>
Response Rate :	93.5%	94.0%

Notes

Almost 95% of employees completed both manager effectiveness surveys

Summary Quantitative Results

“On a scale of 1-10 the best description of my direct manager’s effectiveness would be:”

<u>Feb 23</u>	<u>Jun 25</u>	<u>Delta</u>
7.08	7.59	+0.51

Notes

Effectiveness, as perceived by direct reports, increased by more than 0.5 on a 10-point scale over the 4 months between surveys

Individual Manager Quantitative Results

<u>Manager</u>	<u>Feb 23</u>	<u>Jun 25</u>	<u>Delta</u>
A	5.50	7.00	1.50
B	6.75	8.00	1.25
C	5.50	6.67	1.17
D	5.00	6.00	1.00
E	6.00	6.80	0.80
F	7.67	8.25	0.58
G	7.25	7.75	0.50
H	7.40	7.67	0.27
I	6.89	7.13	0.24
J	6.00	6.00	0.00
K	8.00	7.83	-0.17
L	8.80	8.60	-0.20
M	8.56	8.13	-0.43
N	9.50	9.00	-0.50

Individual Manager Quantitative Results

	<u>Feb 23</u>	<u>Jun 25</u>	<u>Increase</u>
All Participants	7.08	7.59	+0.51
Standard Deviation	1.31	0.88	

Notes

- The standard deviation of perceived effectiveness between best and less effective managers reduced from 1.31 to 0.88
- The perceived effectiveness of the top rated 7 managers increased slightly
- The perceived effectiveness of the lower rated 7 managers increased from 5.95 to 6.8 on a 10-point scale

Changes Observed Analysis

“Changes I’ve seen in my direct manager’s effectiveness over the last 3 months:”

<u>Changes Identified</u>	<u>Number</u>	<u>%age</u>
Positive	56	71%
Neutral	20	25%
Negative	<u>3</u>	<u>4%</u>
	79	

Changes Observed Analysis

Of employees that noticed a difference

	<u>#</u>	<u>%age</u>
Improvements in effectiveness	56	95%
Reductions in effectiveness	3	5%

Changes Observed Analysis

<u>Positive Changes:</u>	<u>Mentions</u>
More glue, better relationships, greater support, trust, transparency	11
Gives more, better feedback	9
Set goals, set more, better goals	7
Improved self management, self regulation, self awareness	6
Increased 'management' effectiveness	6
More communication, more open communication	5
More supportive, less authoritative, controlling	4
Set expectations	4
More delegation	4
More open to feedback	4
Better time management	4
Coaches me, us	3
More focus, more focused	3
More open	2
Listens better, active listens	2
Asks more questions	2
More productive, results oriented	

Changes Observed Analysis

Positive Changes:

56 respondents

*More than one positive change cited by some respondents

Mentions

78*

Neutral:

Left question blank

Was effective already

Don't know

No change observed

Mentions

7

4

4

5

20

Negative Changes:

Spends less time with team

Spends more time in meetings

Less good relationship

Mentions

1

1

1

3

Summary

With a 94% survey response rate,

Direct manager effectiveness, as perceived by employees, went up by more than 0.5 over a four month period between February and June, 2018

Of changes noticed by employees, 95% were positive

Positive changes noticed outweighed negative changes by more than 18:1