



Chatsworth Consulting Group

Organizational Effectiveness Assessment™

An organization's performance depends upon its overall effectiveness, which, in turn, is dependent on many diverse factors. Organizational issues, whether minor or significant, are usually the result of many contributing causes. Treating merely one aspect of the situation generally does not get to the root of a problem. Unless many potential factors are considered, organizations run the risk of becoming caught in a cycle of short-term remedies that drain valuable time, effort, and resources. The Organizational Effectiveness Assessment™ (OEA) minimizes this risk by digging deep to get to the heart of issues and thereby focusing on long-term improvement.

What is the OEA?

The OEA is a comprehensive evaluation of a client's current business situation and practices. Developed and performed by Chatsworth Consulting Group (CCG), the OEA offers clients an analysis of their organization that can encompass various levels and disciplines, including the following: organizational culture; management of people; leadership development; strategy implementation; internal and external communications; employee productivity; and stakeholder relations. Through a combination of data gathering, interviewing, and analysis, the OEA reveals where an organization should go and how best to get there.

What is the benefit of doing this?

Analyzing data gathered during the OEA brings to light the gaps in performance between where an organization is today and where it needs to be in order to reach its goals. With a full understanding of its current effectiveness, an organization can develop and implement changes that strengthen its position in the marketplace and increase its profitability.

How is the OEA tailored to my specifications?

You may be looking for an overall analysis of your organization, or simply to take advantage of a specific opportunity or improve one area of concern. Your OEA will satisfy either of these needs. When you contract with CCG for your OEA, a joint decision is reached as to the depth your analysis will take. Your OEA is developed with your specific questions and needs in mind.

What do we do with this information?

You may contract with CCG for a variety of services, based on your organization's needs. In addition to the OEA analysis, we can offer expertise with:

- Recommendations;
- Implementation planning; and
- Management of implementation/change.



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Your OEA can include analysis such as the following:

Organizational culture and values

What is the culture – both formal and informal – of the organization/department?

How is the culture reflected in business practices and external relations?

What are the shared values within the organization?

Management of people

How are managers chosen and developed in the organization?

What is the set of competencies around which employees are developed?

Are employees aware of their personal objectives and how they fit into the overall picture? Do employees have the necessary resources, equipment, etc. to achieve their objectives?

How is feedback usually shared?

Internal and external communications

How is information shared – Formally? Informally? Top-down? Bottom-up?

Do managers, employees, vendors, and customers have access to the information that is important to them?

Purpose and shared vision

What is the organization's purpose? Vision? Goals?

How is the purpose shared? Is there buy-in within the organization? How can it be increased?

Development of leaders

Is leadership valued and reinforced?

How do employees feel about their leaders? How do external audiences feel?

Is there agreement between what leadership says and does?

External outlook

Who are your customers?

What are the needs of the customers and are you exceeding them? How do you know?

What is the "buzz" about your organization? How do you stay on top of it?

Passion and commitment

How do employees feel about their work?

Do they feel supported and valued as team members?

Do the organization's values reflect employees' values?

Interpersonal relationships

How pervasive is the team spirit within the organization?

How is conflict brought to the surface and resolved?

How do individuals and departments communicate with each other? Is diversity valued and supported?

If you want to learn more about our OEA and how we can help your organization reach greater effectiveness, please call us at 1-877-405-7288 or email us info@chatsworthconsulting.com.