

Tero[®] International, Inc.

Human Resources Strengths Inventory

Score your organization on each statement on a scale of 0 – 5. Respond to the questions honestly. Record your score for each statement in the space provided. Total each column for an overall score.

0 = never 1 = rarely 2 = sometimes 3 = occasionally 4 = frequently 5 = always

Statement	A	B	C
1. Leaders coach others to higher performance by providing recognition, constructive critique, guidance and support for improvement.			
2. Employees use effective communication in individual or group situations. Includes active listening, effective verbal and non-verbal skills, considerate communication and message clarity.			
3. Employees make a good first impression, are effective in a variety of environments and present the organization in a professional manner.			
4. Employees work cooperatively and act in a way that indicates an understanding and appreciation of others concerns, feelings, motives, needs, skills and competencies.			
5. Leaders think strategically about the longer term, set priorities, establish goals, plan effective allocation of resources, and anticipate challenges around business priorities.			
6. A reputation as an employer of choice is built and maintained through attracting top talent, developing high performers and releasing low performers.			
7. A focus on work life balance throughout the organization allows employees to consistently contribute at top performance and maintain high performance standards under stress or adversity.			
8. Employees handle host and guest duties at business and community functions with confidence and professionalism.			
9. Employees consistently exemplify behaviors that further the desired corporate image including non-verbal communication and attire.			
10. Succession planning activities are carried out by proactively identifying and developing the next generation of leaders in the organization.			
11. Negotiations balance complex human relationships with a focus on results to achieve win-win outcomes.			
12. Internal and external meetings are effective. Questions, interaction and disagreement is encouraged and handled professionally. Hostility is diffused and addressed with tact.			
13. Leaders influence, motivate, challenge and empower others toward goal achievement through setting examples, lending appropriate strength and developing new ideas.			
14. Open, positive and effective relationships with suppliers and vendors are built and maintained.			
15. Employees make persuasive presentations of ideas, concepts, products and services to individuals or groups.			
16. A positive work environment and supportive systems contribute to high productivity, loyalty, retention and motivation in the workplace.			
17. Sales people effectively use personal and interpersonal skills and collaborative behaviors to reach agreement with customers.			
18. People demonstrate a willingness to challenge the status quo and take uncomfortable risks, when success is not assured.			
19. There is a cooperative spirit and effective communication across departments and throughout the organization.			
20. Employees are well suited to their positions and enjoy the activities and responsibilities found in their individual jobs.			
21. Customer satisfaction is a high priority. Efforts are made to listen to, understand and anticipate customer needs. Timely customer service and follow-up is provided.			
22. Employees share, communicate and model the organization's vision, goals and core values in all aspects of the business.			
23. Employees use appropriate interpersonal styles, methods and relevant arguments to convince others to accept an idea, plan, activity or new product/service.			
24. Interpersonal conflicts are negotiated and resolved constructively with minimal damage to relationships.			
Column Totals			

Optional Section:

If your organization conducts business internationally or employs a diverse domestic workforce, complete this optional section.

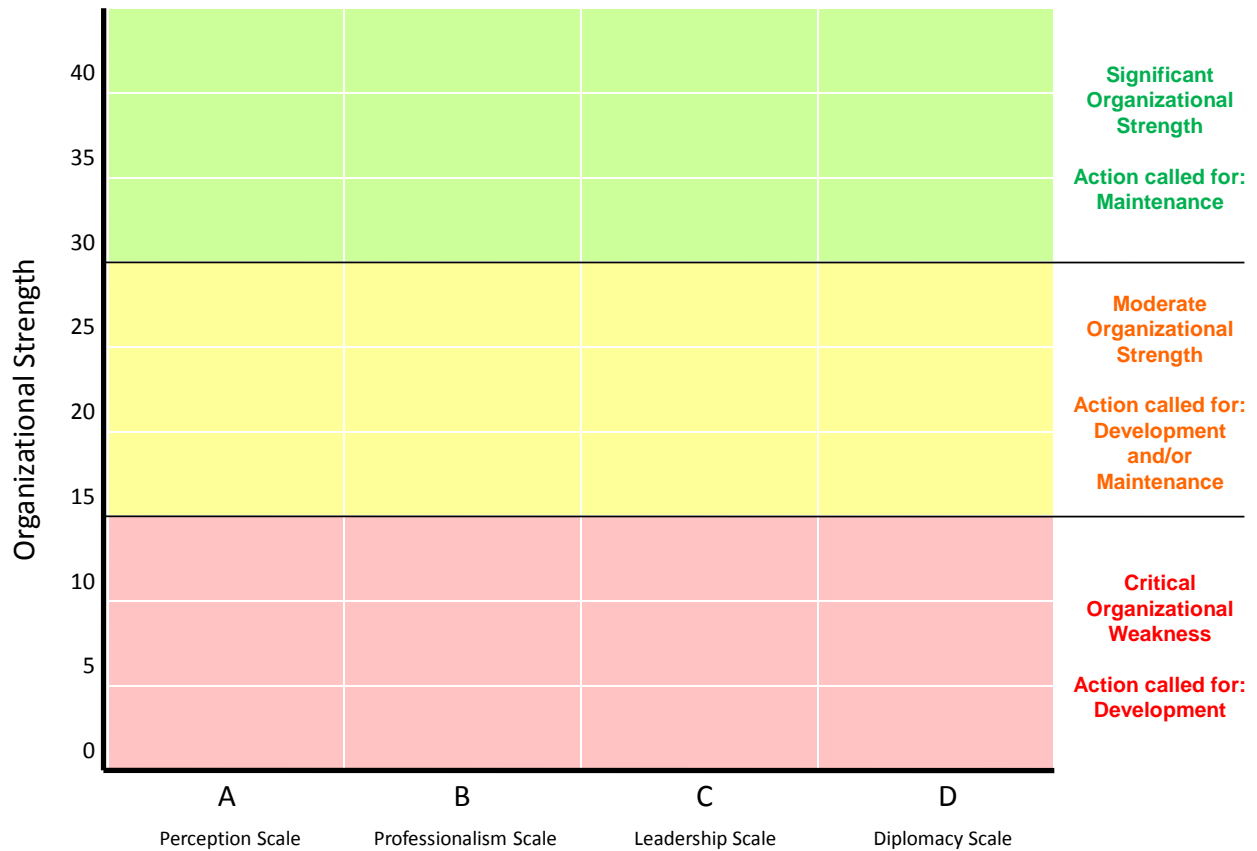
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Statement	D
People throughout the organization have a global awareness and focus for the business.	
Diversity is encouraged. All people are valued and respected for their backgrounds, culture, gender, generational differences, unique personalities and their preferred approaches to work.	
Employees act in a way that indicates an understanding and appreciation of cultural differences both inside and outside the organization.	
When languages differ, individuals in the organization adjust their speaking patterns, avoid colloquial expressions, use repetition, take advantage of visual communication elements and work effectively with translators.	
Individuals who are hosting international guests are equipped with the skills and knowledge to avoid potentially embarrassing or offensive mistakes and facilitate successful, comfortable interactions.	
Individuals working cross-culturally are able to quickly decode culture and adapt social skills (including verbal and non-verbal behavior) to address the unique dynamics present in the environment.	
Individuals who travel internationally function with ease in the foreign culture and are not overwhelmed or disoriented by stimuli present in the new environment.	
Individuals working cross-culturally anticipate when cultural differences may affect business interactions and do not minimize the significance of the differences.	
Column Total	

Human Resources Strengths Inventory Scoring

The columns (A, B, C, and optional D) on the inventory correspond to four scales that reflect categories of organizational strength. Using an 'x' in the table below, record your total scores for each column. The higher you score on each scale, the greater your organizational strength in that category.



What do my scores mean?

A score of 30 – 40 indicates a significant organizational strength on that scale.
 Action called for: Initiatives and programs designed to maintain this strength and leverage it for competitive advantage

A score of 15 - 29 indicates a moderate organizational strength on that scale.
 Action called for: Initiatives and programs designed to further develop and/or maintain this strength.

A score of 0 – 14 indicates a critical organizational weakness on that scale.
 Action called for: Initiatives and programs designed to build capacity or make this weakness irrelevant.

For complete program outlines and information about the following Tero Development Programs, visit www.tero.com

Perception Series · Professionalism Series · Leadership Series · Diplomacy Series · Infinity Series

Tero® International, Inc. Your Elite Training Team

Since 1993, Tero has dedicated itself to understanding the abstract personal and interpersonal skills necessary for success in the workplace. Tero invests hundreds of hours in research, program design and curriculum development to translate the abundant and complex findings of research scientists into relevant, practical and interactive training programs that make a real difference to the bottom line for its clients.

Tero's elite training team is proud to serve clients at locations around the world. Tero's experience in the diverse fields of business, education, industry, government, healthcare, and associations makes it uniquely qualified to customize every service to each client's specific needs.

Training topics include:



- Presentation Skills
- Business Etiquette
- Dining Tutorial
- Professional Image
- Team Dynamics
- Customer Relationships
- Interviewing Skills
- Time Management
- Negotiation Skills
- Leadership Development
- Intercultural Competence
- Executive Coaching

During the sessions, participants go beyond textbook theory and experience the power of skill-building and behavior change through classroom sessions, roundtable discussions and guided skill practice experiences designed to bring the program topics to life. At the end of each program, participants will return to your organization armed with a plan of action designed to meet your business' challenges.

Tero can customize any workshops or tailor a program to address your organization's specialized issues. From needs analysis through development and implementation, our customizing team will help you create a program that will impact your company's specific issues. You'll find our one-of-a-kind programs to be unforgettable!

Visit www.tero.com for complete program outlines.



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1840 NW 118th Street, Suite 107, Des Moines, Iowa, USA 50325
515-221-2318 training@tero.com www.tero.com