



A major feature of 20/200 Insight GOLD is the Survey Library, which contains over 1,000 survey items in more than 140 categories. These may be used "as is" or customised to fit the requirements of your organisation. You can also add your own surveys to the library.

The Survey Library includes the following categories :

## **1. Executive Leadership**

Developing Executive Skills, Gathering Corporate Intelligence, Strategic Planning & Communicating Vision and Direction, Focusing on Customers, Championing Innovation, Promoting Ethics, Communicating Effectively, Building Relationships, Promoting Internal Communication, Decision Making, Leading Change, Directing and Inspiring Action, [Supporting Quality](#), Developing Leadership, Deploying Organisation Assets, Supporting the Community

## **2. Team Leadership**

Teambuilding, Encouraging Innovation, Decision Making, Planning, Delegating, Observing, Performance Coaching, Performance Management

## **3. Personal Leadership**

Leading by Example, Team Cooperation, Effective Meetings, Innovative Problem Solving, Feedback, [Listening](#), Dialogue, Resolving Conflict

## **4. Collaborative Consulting**

Business Needs, Contract Agreement, Fact Finding, Interpersonal Skills, Professional Expertise, Recommending Alternatives, Leading Change, Project Evaluation

## **5. Trainer or Instructor**

Analysing Training Needs, Developing Training, Delivering Training, Evaluating Training, Technical Mastery, Training and Development Services

## **6. Sales Management**

Coaching, [Delegation](#), Profit Mentality, Initiative, Answering Objections, Customer Relations, Account Penetration, Practical Intelligence, Analytic Ability, Teamwork, Political Acumen, Visioning, Communicating

## **7. Salesperson Skills**

Sales Planning, Sales Administration, Building Customer Relationships, Determining Customer Needs, Creating Customer Solutions, Presenting Customer Solutions, Facilitating Sales Agreement, [Managing Sales Accounts](#), Building Internal Company Relationships, Increasing Sales Effectiveness

## **8. Administrative Staff**

Appointment Coordination, Manager Support, Managing Office Technology, Meeting Preparation and Coordination, Office Communication, Office Organisation, Problem Solving, Professional Behaviour, Professional Development, Supporting Multiple Managers, Task and Project Management, Time Management



## **TEAM AND ORGANISATION SURVEY AREAS**

### **9. Readiness for 360**

[Feedback Climate](#), Awareness and Acceptance, Feedback Practices, Development Practices

### **10. Organisational Climate**

Customer Focus and Commitment, Vision, Mission and Goals, Leadership, Management Support, Planning and Scheduling, Performance Management, Work Processes and Procedures, Quality Systems, Information Systems, Rewards and Recognition, Training and Development, Inter-department Relations, Communication, Meetings, Problem Solving, Employee Involvement, Team Management, Diversity, Change Management, job Satisfaction

### **11. Team Development**

Team Technical Competence, Team Interaction, Team Unity, Team Creativity, Team Planning, Team Empowerment, Team Motivation, External Team Relationships

### **12. Team Effectiveness**

Communication, Conflict, Decision Making, Environment, Feedback, Mission/Vision, Performance, [Teamwork](#)

### **13. Project Team**

Objectives, Membership, Plans and Schedules, Meetings, Member Relations, Leader Effectiveness, Facilitator Effectiveness, Stakeholder Relations, Resource Management, Results

### **14. Customer Satisfaction**

Customer Focus and Commitment, Trust and Ethical Dealings, Delivery Performance, Product Quality, Pricing and Payments, Sales Representative Capability, Service Quality and Reliability, Service Accessibility Responsiveness, Technical Support, Courtesy and Communication