



CCR

INTERNATIONAL

Canada's premier WORKPLACE
conflict resolution firm

ottawa winnipeg calgary vancouver

ORGANIZATIONAL ASSESSMENTS

Conflict and uncertainty are a natural result of change, transition, growth, and personal differences. When it is difficult to determine how to address situations or even identify which issues need to be resolved, CCR International's Organizational Assessment gives you the information you need to get your organization back on track.

CCR International's Organizational Assessments provide an accurate picture of the climate, challenges, and opportunities that your organization faces. Given a clear and unbiased view of the organization from all levels, you will be positioned to initiate effective change, implement appropriate resolution processes, and maintain a positive and productive organizational culture.

Organizational Assessments examine numerous aspects of your organization looking for causes of conflict as well as unique challenges and successes.

Areas explored include:

- Organizational Goals and Values
- Employee Satisfaction
- Organizational Structure
- Leadership

ccrinternational.com

Each Organizational Assessment can be expanded and customized to get the information you require. Determining the scope of an Organizational Assessment will depend on the size of your organization, available resources, time constraints, and your purpose or desired outcome for the Assessment. Additional areas of exploration may include:

- Corporate Culture
- Roles and Responsibilities
- Policies and Procedures
- Communication
- Interpersonal Relationships
- Change Management
- Conflict Management

An Organizational Assessment involves the following steps:

- 1) **Set up.** CCR International will meet with your planning team to establish the scope and parameters of the Organizational Assessment. Timelines and communication strategy will be determined. The plan for gathering information (how and from whom data will be collected) will be developed.
- 2) **Collection and Collation.** Surveys, interviews and focus groups will be conducted to provide a broad sampling of information. Data will be gathered from an appropriate sampling within the organization dependent on size and complexity of the organization's structure.
- 3) **Evaluation.** CCR International's Assessment team, utilizing established points of reference, will examine the data collected and explore patterns in the responses. Through this process, a clear picture of the realities of the workplace will emerge.
- 4) **Issue Identification.** As the patterns of response are explored, issues are validated and prioritized. It should be noted that CCR International's Organizational Assessments provide qualitative as well as quantitative data. This allows us to analyze anecdotal information to further clarify issues and it allows you to develop a more accurate understanding of your organizational climate.
- 5) **Analysis and Recommendations.** Issues are analyzed to determine systemic, structural, relational, and interpretational issues. This analysis results in recommendations for addressing these issues appropriately. Recommendations will focus on suggestions for action in order to restore and/or maintain a positive and productive work environment.
- 6) **Follow Up.** A framework for evaluation and follow up is offered that will be flexible and responsive to the elements of the recommendations that are accepted and pursued. This allows your organization to maintain accountability, measure results, and celebrate successes.

CCR international's Organizational Assessment process can help you replicate successes, resolve current issues, prepare for upcoming challenges, and enhance your ability to lead.

CCR

INTERNATIONAL

Toll Free Ph. 1 888 421-7822

Toll Free Fax. 1 888 720-9862

Email info@ccrinternational.com

Web www.ccrinternational.com