

# EVALUATION AS A LEADERSHIP TOOL: Moving Your Organization Forward

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How do you make decisions on the issues that affect your organization? People certainly use different strategies. Do you ask for advice? Go with your gut? Just guess and hope for the best? Chances are that you have experienced mixed results if you rely on these methods as a general practice.

Effective leaders know that sound decision-making is often linked to the availability of useful information. Unfortunately, employees often feel like they do not have access to the right information. Many organizations must make decisions in a past-faced environment, and information may seem difficult to obtain. As a result, important decisions may be based on little or no supportive direction.

Evaluation professionals work to identify, collect, and provide the best possible information to answer your organization's burning questions. The evaluation process consists of general principles and methodologies that afford tremendous flexibility. They can be applied to assess programs, policies, and procedures in any content area.

Evaluation has many purposes, such as:

- 1) Improving products, processes, programs, etc.
- 2) Providing information to make educated decisions and conscious change;
- 3) Identifying unseen challenges, which provide new opportunities for assessment and growth; and
- 4) Involving interested parties in the change process, to enhance both balance and buy-in.

TSI's evaluation services can be tailored to focus on the short-term, when you need information fast. We can also plan information collection into your daily routine, providing more strategic or long-term activities.

Our evaluation experts can help you answer many questions, for example:

- How is our company/program/ initiative doing?
- Are our processes efficient?
- Are we accomplishing our goals and objectives?
- Are services being provided to appropriate clients?
- Are our customers satisfied with our services?
- Do our services have the impact we intended?
- How can we serve our customers better?
- Do we have evidence to support our budgetary requests?

Sound evaluation provides leaders with the right information to make better decisions to consciously take actions that improve their organizations. Meaningful information is a powerful tool. TSI can help you collect it, analyze it, and use it to achieve your operational and management goals.

To Learn More Contact:

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