ACL Multi-rater Success Factors at Work Report

Based on the Adjective Check List

Report developed By Robert Devine & Mind Garden In Consultation with Harrison Gough Adjective Check List Authors: Harrison G. Gough, Ph.D. and Alfred B. Heilbrun, Jr., Ph.D.

Prepared on July 26, 2012 for



Introduction to Your Report

This Success Factors at Work report presents your complete results on 30 distinct scales of the Adjective Check List (ACL) instrument. Each of the scales has been assigned to one of 6 Work Success Factors, that is, collections of characteristics, skills, and competencies which over time have proven to be central and important to success at work. The 6 Work Success Factors presented in this report are:

- Managing Self
- Thinking and Deciding
- Getting Things Done
- Managing Work
- Working with People
- Leading People

When you selected adjectives to describe yourself using the 300 possible adjectives of the ACL, it enabled us to compute percentile scores for each of the 30 ACL scales with regard to your self-perception. Your self-perception percentile scores in this report indicate your ACL scale score compared to those in the ACL normative database. In turn, aggregating your various ACL scale scores within the various Success Factors above, allows us to gauge how you view your own performance with regard to competencies that are valued in the world of work.

In addition to this, you asked a number of individuals with whom you work to similarly choose from among the 300 ACL adjectives to describe the breadth and depth of their interactions with you. Again, we present percentile scores of their perceptions of your performance, aggregated to the same 6 Work Success Factors. Examining this rater data will vastly expand your understanding of your performance. You will now be able to consider and compare your personal evaluations of strengths and style against the perceptions of others. Sometimes, your self-perception will closely match how others see you. At other times, however, your view of how you are performing will be at odds with the opinions of others. It is essential to your personal development and professional growth that you understand and act upon these differences.

Getting the Most Out of Your Report

As you read through and consider your various results in the pages that follow, remember:

- Read through the report in its entirety, taking the data for what it is: an estimation of the components of your strengths and style, both as how you see yourself, as well as how others experience you.
- Consider the results in the context of your career goals and plans, your organization's goals, and your key current business objectives; use these indices to help you maintain objectivity, and to decide which trends and information in this report are relevant and important, and which may be trivial or misleading.
- Resist the urge to try to fathom 'who said what;' if others' reviews are negative, or if they vary from
 your perceptions in ways that are unfavorable, consider this as a gift: they are sending you a
 message that can reduce your career blind-spots. Once understood, critical feedback can fuel
 improvement.

Making Sense of Your Results

The Success Factors at Work Report is a detailed and complex document, providing you with your self-report results on 30 separate Adjective Check List (ACL) scales that are tuned to six important Success Factors. In addition, this report provides comparative results about you from several important sources across the organization. In order to track and make sense of this plethora of information, you may wish to consider your results in three separate but related phases.

Phase I: What Does the Data Say?

This crucial first phase of your process is devoted to data gathering and collecting. Resist the temptation to rush through or gloss over this phase. Try to stay as impartial and objective as you can. Ask yourself the following questions:

- How did you rate yourself on the various ACL scales? (Note that comparative ratings in 0 to 30th
 percentile are considered "Low;" ratings from 30 to 70 are considered "Average," and ratings higher
 than 70 are considered "High.")
- How do these results add up with regard to each of the six Success Factors?
- How did others rate you on the scales and factors?
- Were their ratings similar to yours? Were they different? To what extent (i.e., were the differences large or small)?

In this first phase, stick to the data as closely as you can. Look for trends, gaps, summaries, and metrics. Look for a comparison between how you see yourself versus how others perceive you.

Phase II: What Does the Data Mean?

The second phase of your process is concerned with making sense of your results. This is the interpretive step of the process that requires you to drill down to answer the question: what are the implications of my results, if they are true? It is at this second, interpretive phase, that you should initially consider and evaluate whether your results, and the similarities and differences of your self-scores to the ratings of others, are favorable or possibly unfavorable, important or trivial, accurate or misleading. When considering your results, be aware that the ACL scale interpretations provided for Low, Average, and High scores are multi-faceted descriptions that are true to the complex nature of the scales.

As you read through the interpretive points that are indicated for you, think of them as proposals or possibilities about your style, and that not every element of the interpretation may apply to you. But be sure to highlight those phrases that you think accurately characterize you. Above all else, remember that perception is reality. Keep this in mind as you consider the implications of what your colleagues, direct reports, and perhaps supervisor(s) are telling you. If your perceptions differ from theirs in significant ways, you either have to adjust your behavior or seek to understand how to change the way you are perceived, in order to see useful progress.

Phase III: What Are My Next Steps?

The third phase of your process, and the point of this assessment exercise, is for you to begin assembling your Individual Development Plan (IDP).

What one or two key things will you focus on in order to be better at what you do? Pick a maximum of two pivotal ideas that will have optimal payback in terms of time and effort expended. An optimistic laundry list of seven things to develop is neither realistic nor practical.

Usually, the one or two points in your IDP will reflect some aspect or combination of STOP, START, CONTINUE; that is, according to the analysis of your results and the perceptions of others, what are some things you could STOP doing (perhaps because you over-rely on/overdo them at present); or perhaps, what are some things I should START to do (because I rarely, if ever, show them at work)? At other times, your IDP will answer what are some things I should CONTINUE to emphasize? Is it possible that these are hidden strengths that could be brought forward more often and leveraged for further benefit?

Including Others in Your Individual Developmental Plan

Be sure to include some metrics, as well as some thank you's, in your next steps. In working out your IDP, make sure you clearly state specific steps you intend to take in order to see consistent, lasting improvement. Include a metric that is a clear and obvious way to measure whether you are making progress. For example, if your results suggest you could be more effective at the Working with People Factor in general and at Acceptance in particular, your IDP item might say, "Resist the urge to dive immediately and exclusively into work issues: verbally express general interest in and stop to listen to at least one associate per day; get to know and remember three non-work-related facts about each person."

Finally, it is highly recommended that you approach those you work with and those who contributed to your ratings in this exercise. You should deliver these four key messages:

- 1. Thank you for your valuable input.
- 2. This is what I heard... (reveal some strengths and perhaps a developmental opportunity or two).
- 3. These are my plans to address these issues...
- 4. Can I count on your occasional help? I want to work to be better at what I do.

You may wish to include an extra couple of questions for your boss/supervisor as a possible question 3a in the list above: Do you agree? Would my attending to these Personal Developmental Plans be the best way for me to help our overall endeavor?

Review the observations about your results, assembled on the next pages. Use the Planning and Goal Setting pages to outline what you will do. Above all else, remember that change is the point! Good luck!

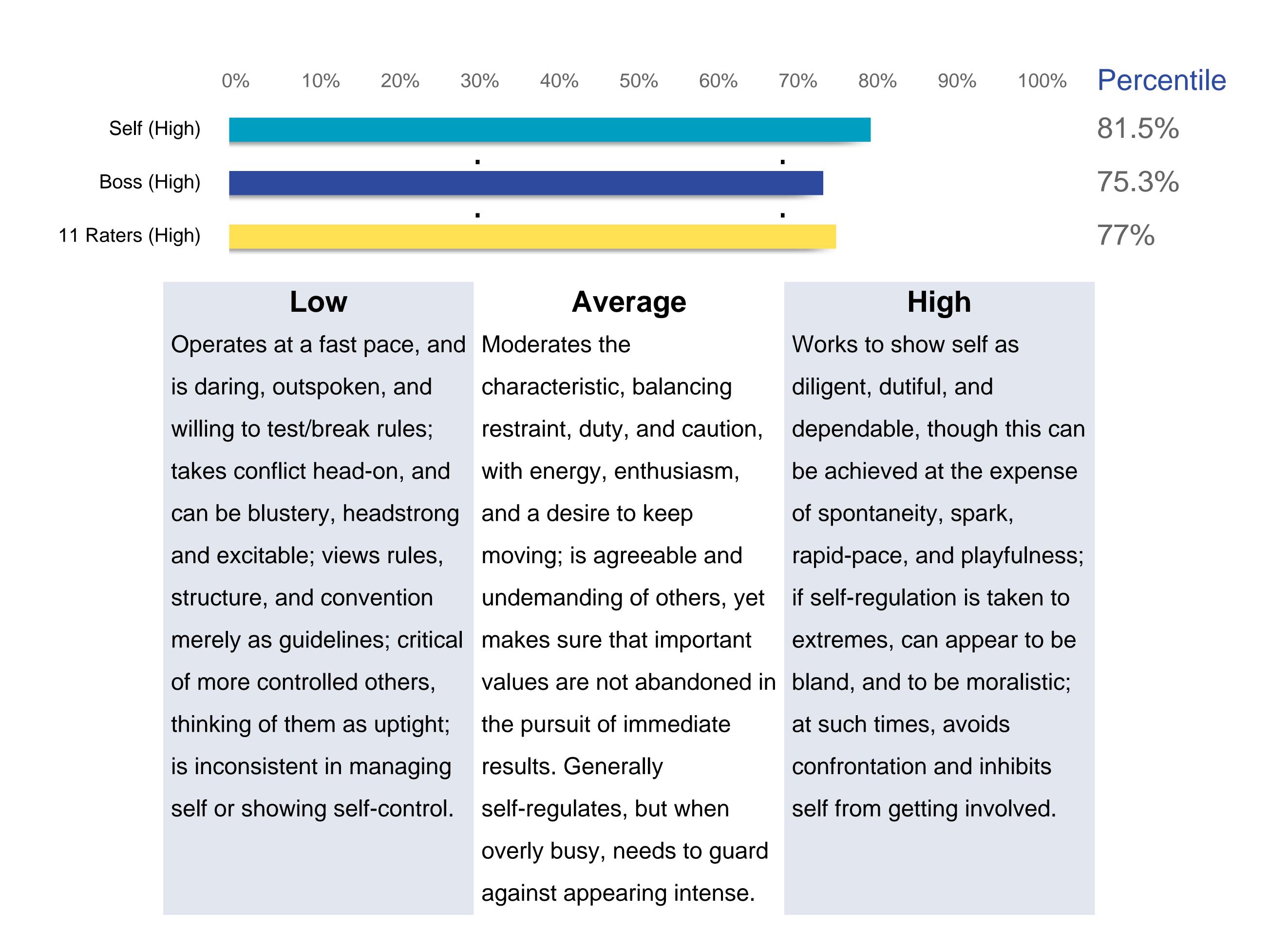
Success Factors at Work Report

I: Work Success Factor: Managing Self

In order to effectively monitor, direct, and supervise work projects, as well as the efforts of others, successful managers and executives first demonstrate the ability to self-manage and to self-regulate. They gauge and acknowledge their own genuine strengths and limitations, keeping self-confidence and self-assurance in check with equal measures of maturity and humility. They maintain perspective, accurately appraising challenges and resources, while conveying the optimism that with effort, extraordinary results are within reach.

Five separate ACL scales can be linked conceptually to aspects of Managing Self. Your results on each of these 5 Managing Self scales are shown on the following pages.

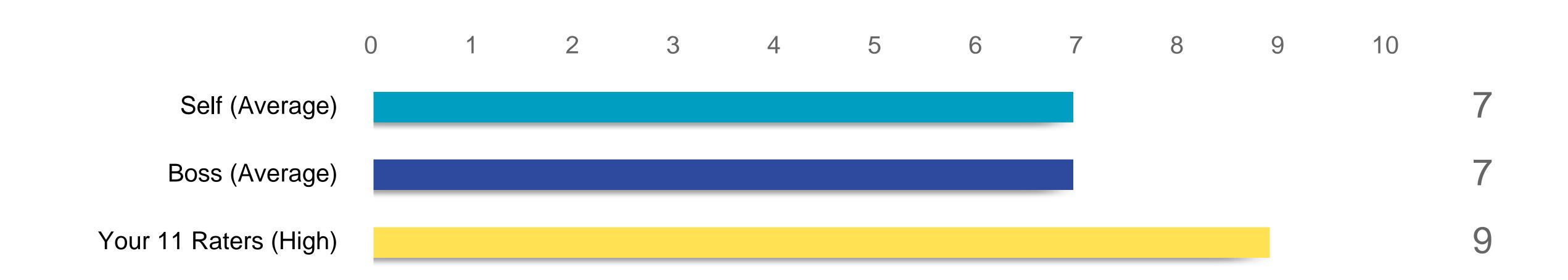
I: Work Success Factor: Managing Self; Scale: Self-control



Note: The leftmost description, "Low," applies to scores below the 30th percentile of scores for people in the norm group for this scale. The middle description, "Average," is proposed for scorers between the 30th and 70th percentiles. The rightmost description, "High," refers to people who scored above the 70th percentile. Match your scores for the scale to the appropriate description.

Summary for Managing Self

In order to summarize your results on Managing Self, each of the 5 component ACL scales has been assigned a value ranging from 0-2, depending upon whether your score on that scale was in the lowest 30%, the middle 40%, or the top 30% relative to the basic ACL normative group. Your overall results for Managing Self can thus be assigned a value ranging from 0 to 10, and be provided for Your Raters and Self. Lower scores (0-2) suggest that this Work Factor is a clear area of potential development. Look to the individual scales to uncover areas for possible development. Average scores (3-7) suggest mixed results; some aspects of the Work Factor come easily and naturally, while others may be inconsistent, and/or need work. Higher scores (8-10) suggest that this Work Factor is generally an area of strength and contribution. That said, look to the end of this report for things to watch out for, if any particular characteristic strength is used excessively or without mediation.

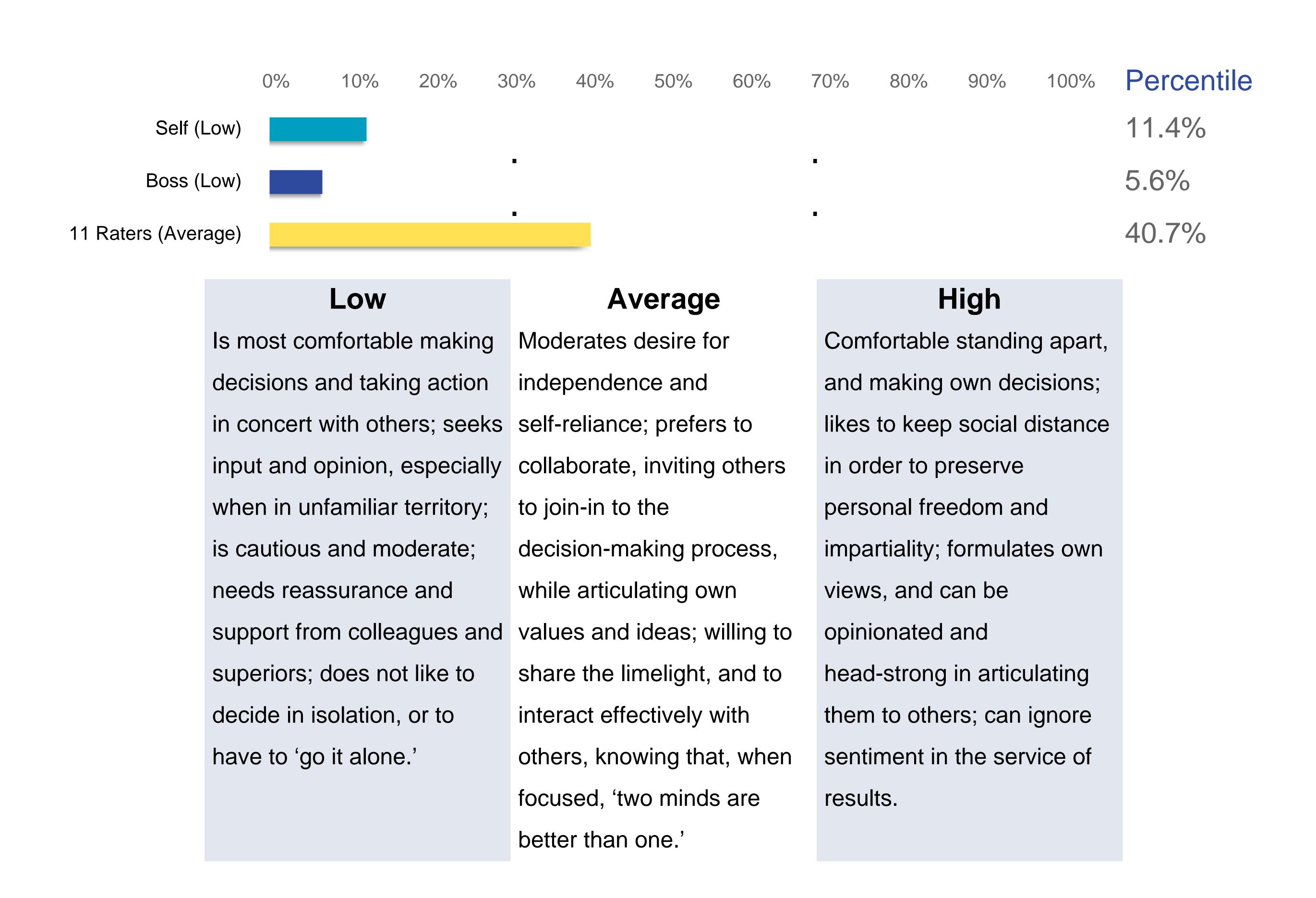


II: Work Success Factor: Thinking and Deciding

Making decisions and solving problems is a fundamental job requirement of managers and executives. Effective contributors understand this, and put time and effort into keeping their skills and abilities keen and current. They show initiative and tenacity, but know when to ask for help; they process rapidly and consider risk, but sense when to slow down and drill deeper; they balance logic and fact-based pragmatism, with creativity, intuition, and the long-term, strategic view.

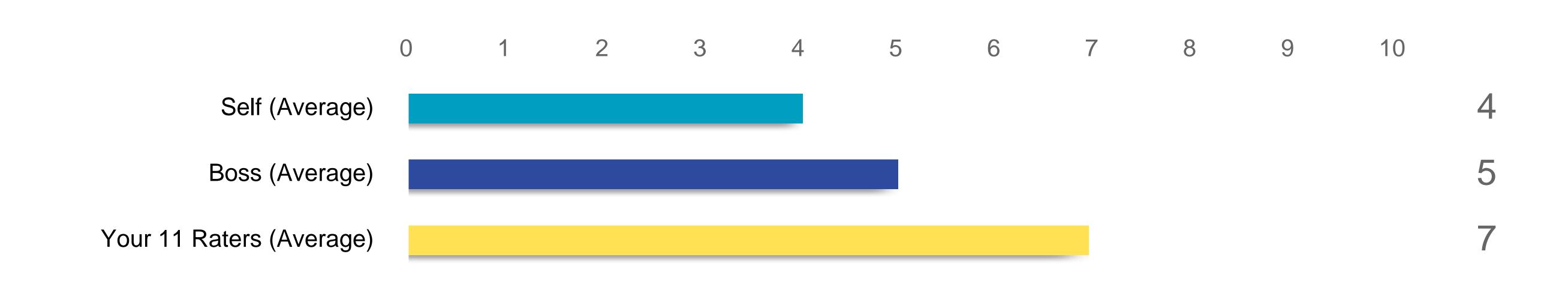
Five separate ACL scales can be linked conceptually to aspects of Thinking and Deciding. Your results on each of these 5 Thinking and Deciding scales are shown on the following pages.

II: Work Success Factor: Thinking and Deciding; Scale: Independence



Summary for Thinking and Deciding

In order to summarize your results on Thinking and Deciding, each of the 5 component ACL scales has been assigned a value ranging from 0-2, depending upon whether your score on that scale was in the lowest 30%, the middle 40%, or the top 30% relative to the basic ACL normative group. Your overall results for Thinking and Deciding can thus be assigned a value ranging from 0 to 10, and be provided for Your Raters and Self. Lower scores (0-2) suggest that this Work Factor is a clear area of potential development. Look to the individual scales to uncover areas for possible development. Average scores (3-7) suggest mixed results; some aspects of the Work Factor come easily and naturally, while others may be inconsistent, and/or need work. Higher scores (8-10) suggest that this Work Factor is generally an area of strength and contribution. That said, look to the end of this report for things to watch out for, if any particular characteristic strength is used excessively or without mediation.

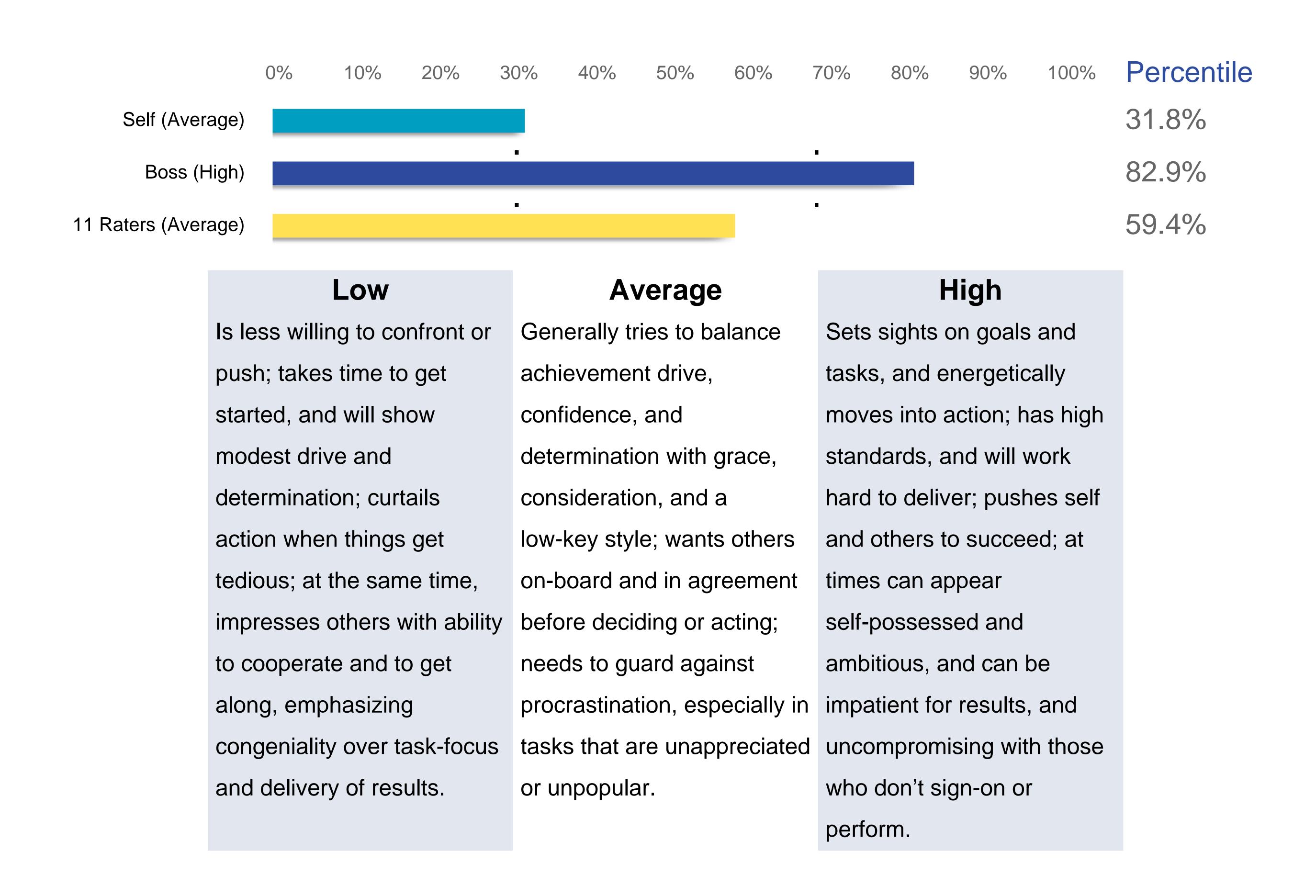


III: Executive Success Factor: Getting Things Done

Primarily, managers and executives take on their supervisory roles and responsibilities to ensure that progress is made, and that objectives get met. In order to do this, they quickly take the initiative, put plans in-place, and work diligently. They convey dedication and urgency to the cause, anticipating obstacles, and mobilizing all resources at hand, to overcome blockages. Their fundamental purpose is to orchestrate the group to achieve its goals.

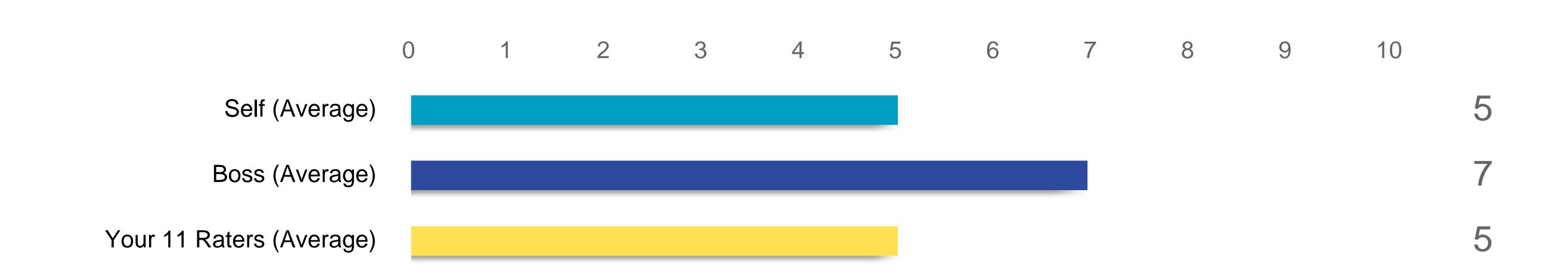
Five separate ACL scales can be linked conceptually to aspects of Getting Things Done. Your results on each of these 5 Getting Things Done scales are shown on the following pages.

III: Executive Success Factor: Getting Things Done; Scale: Achievement Drive



Summary for Getting Things Done

In order to summarize your results on Getting Things Done, each of the 5 component ACL scales has been assigned a value ranging from 0-2, depending upon whether your score on that scale was in the lowest 30%, the middle 40%, or the top 30% relative to the basic ACL normative group. Your overall results for Getting Things Done can thus be assigned a value ranging from 0 to 10, and be provided for Your Raters and Self. Lower scores (0-2) suggest that this Work Factor is a clear area of potential development. Look to the individual scales to uncover areas for possible development. Average scores (3-7) suggest mixed results; some aspects of the Work Factor come easily and naturally, while others may be inconsistent, and/or need work. Higher scores (8-10) suggest that this Work Factor is generally an area of strength and contribution. That said, look to the end of this report for things to watch out for, if any particular characteristic strength is used excessively or without mediation.

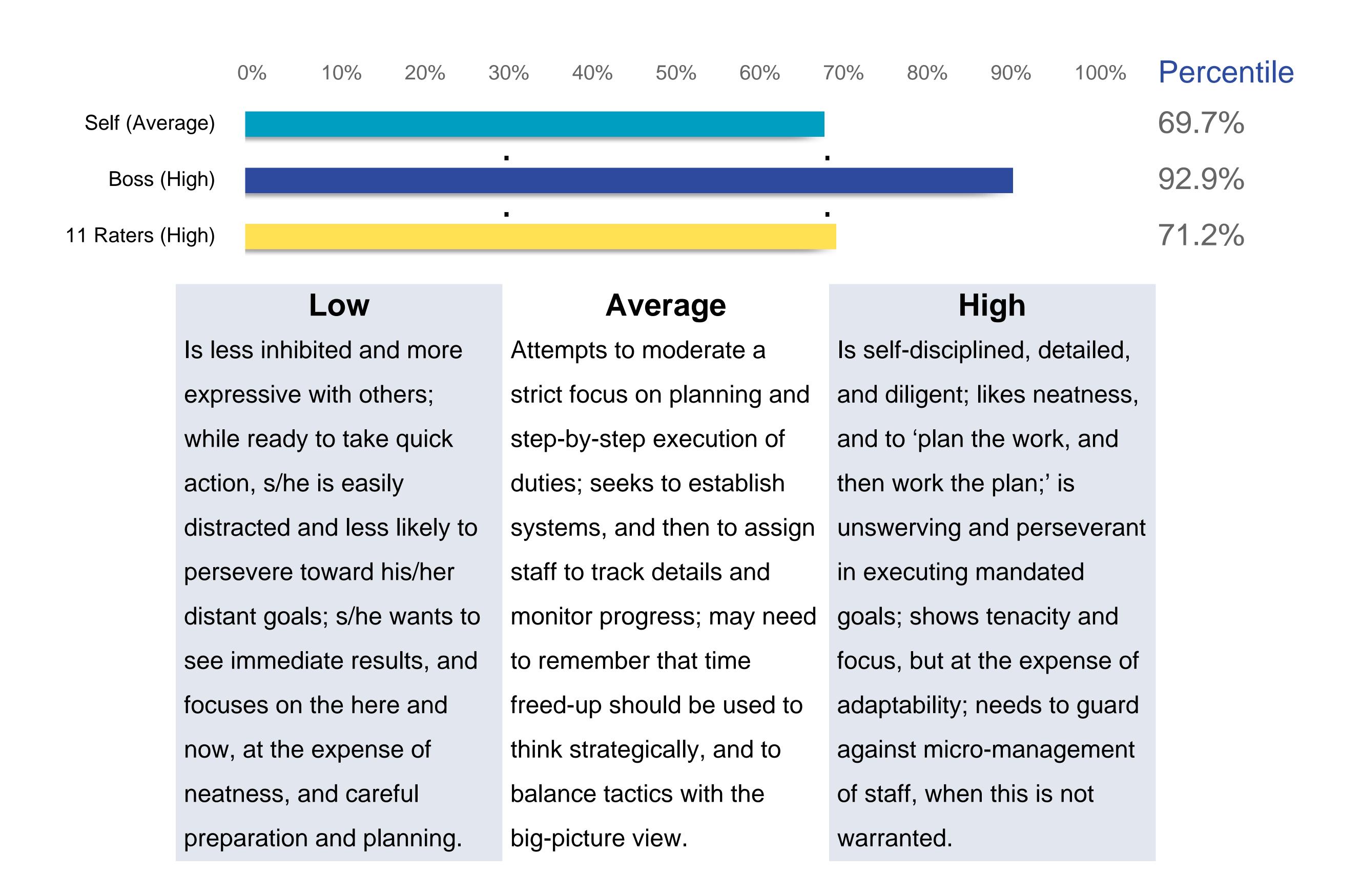


IV: Executive Success Factor: Managing Work

Effective managers and executives have developed and systematically apply means and methods for staying orderly and well-organized. They supply goals, structure activities, set priorities, and create systems and procedures for themselves and for others; they ensure that work is efficient and that it stays productive. They can demonstrate how to create project plans that articulate schedules, costs, and alternative methods that link day-to-day tactics with long-term strategic business objectives.

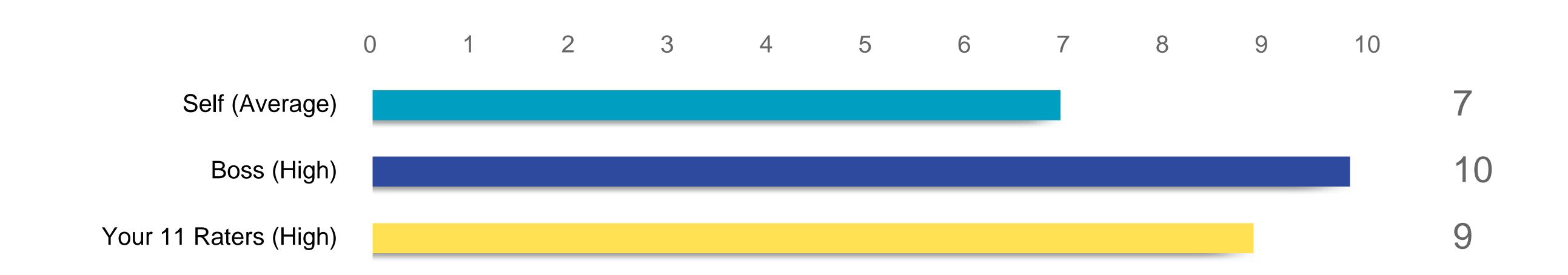
Five separate ACL scales can be linked conceptually to aspects of Managing Work. Your results on each of these 5 Managing Work scales are shown on the following pages.

IV: Executive Success Factor: Managing Work; Scale: Order



Summary for Managing Work

In order to summarize your results on Managing Work, each of the 5 component ACL scales has been assigned a value ranging from 0-2, depending upon whether your score on that scale was in the lowest 30%, the middle 40%, or the top 30% relative to the basic ACL normative group. Your overall results for Managing Work can thus be assigned a value ranging from 0 to 10, and be provided for Your Raters and Self. Lower scores (0-2) suggest that this Work Factor is a clear area of potential development. Look to the individual scales to uncover areas for possible development. Average scores (3-7) suggest mixed results; some aspects of the Work Factor come easily and naturally, while others may be inconsistent, and/or need work. Higher scores (8-10) suggest that this Work Factor is generally an area of strength and contribution. That said, look to the end of this report for things to watch out for, if any particular characteristic strength is used excessively or without mediation.

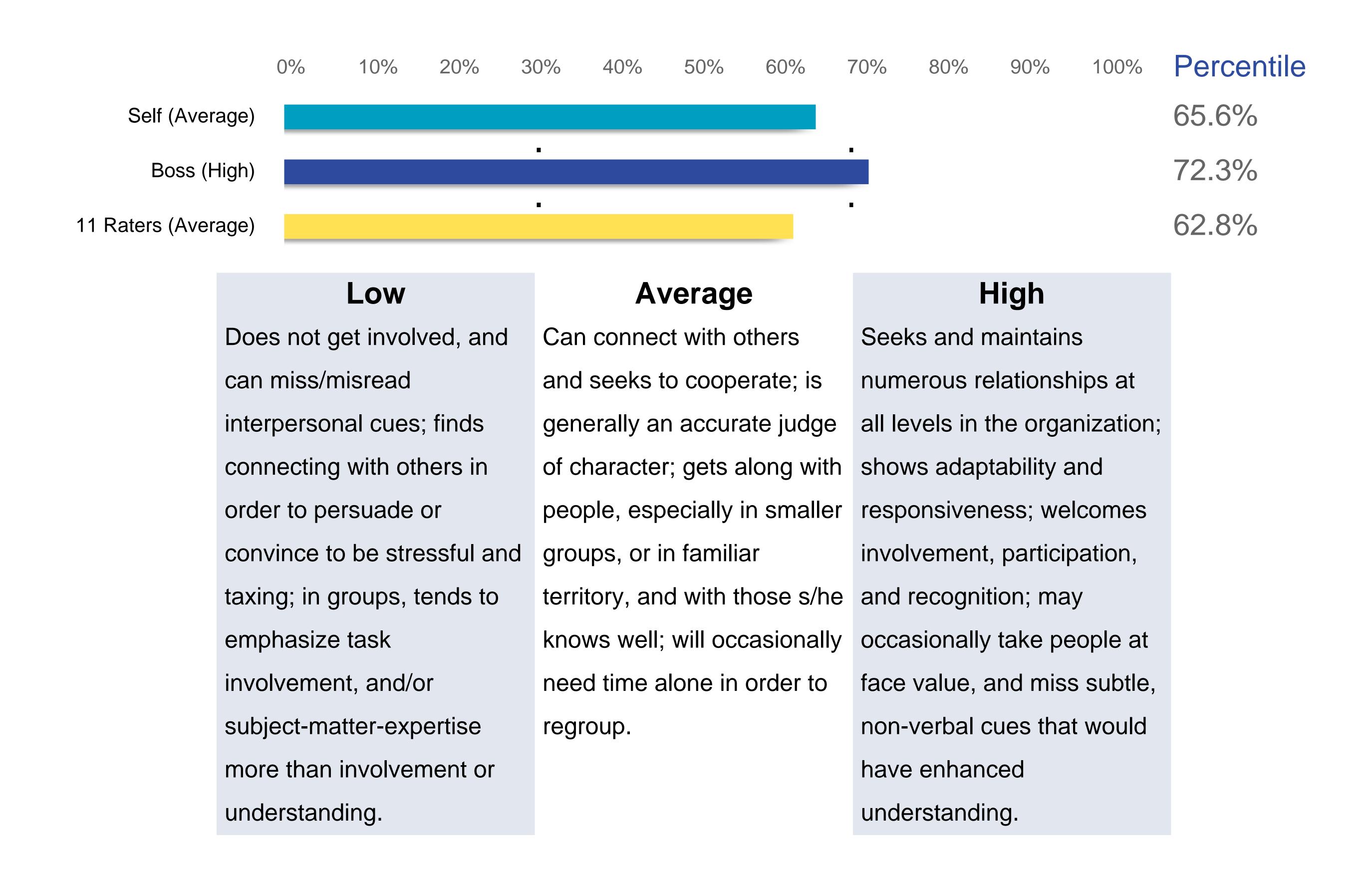


V: Executive Success Factor: Working with People

Successful managers and executives enhance their effectiveness by adding "people skills" to their ability to get things done. They communicate and connect readily with associates and colleagues, and they respond to them, adjusting their style in order to fit in. The handle conflict proactively, negotiating compromise and helping to settle disputes, when this is necessary. They establish and maintain team-spirit, as well as a positive work environment, based on mutual trust, and a sense of inter-dependence.

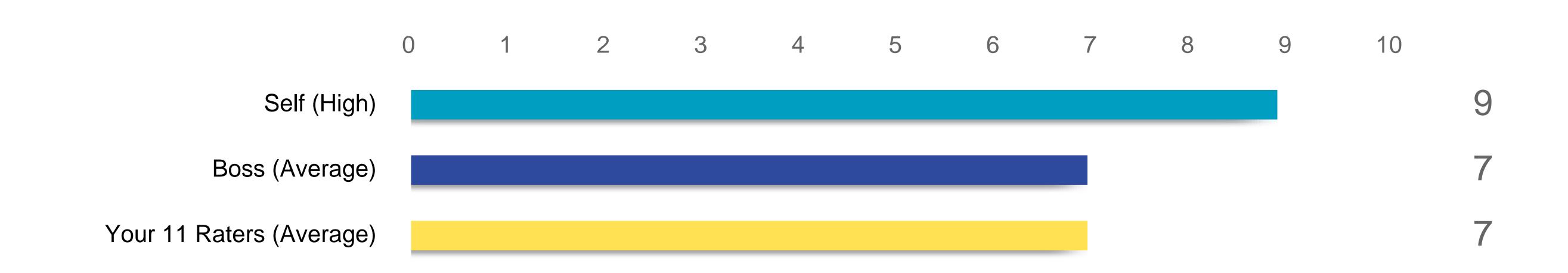
Five separate ACL scales can be linked conceptually to aspects of Working with People. Your results on each of these 5 Working with People scales are shown on the following pages.

V: Executive Success Factor: Working with People; Scale: Involvement



Summary for Working with People

In order to summarize your results on Working with People, each of the 5 component ACL scales has been assigned a value ranging from 0-2, depending upon whether your score on that scale was in the lowest 30%, the middle 40%, or the top 30% relative to the basic ACL normative group. Your overall results for Working with People can thus be assigned a value ranging from 0 to 10, and be provided for Your Raters and Self. Lower scores (0-2) suggest that this Work Factor is a clear area of potential development. Look to the individual scales to uncover areas for possible development. Average scores (3-7) suggest mixed results; some aspects of the Work Factor come easily and naturally, while others may be inconsistent, and/or need work. Higher scores (8-10) suggest that this Work Factor is generally an area of strength and contribution. That said, look to the end of this report for things to watch out for, if any particular characteristic strength is used excessively or without mediation.

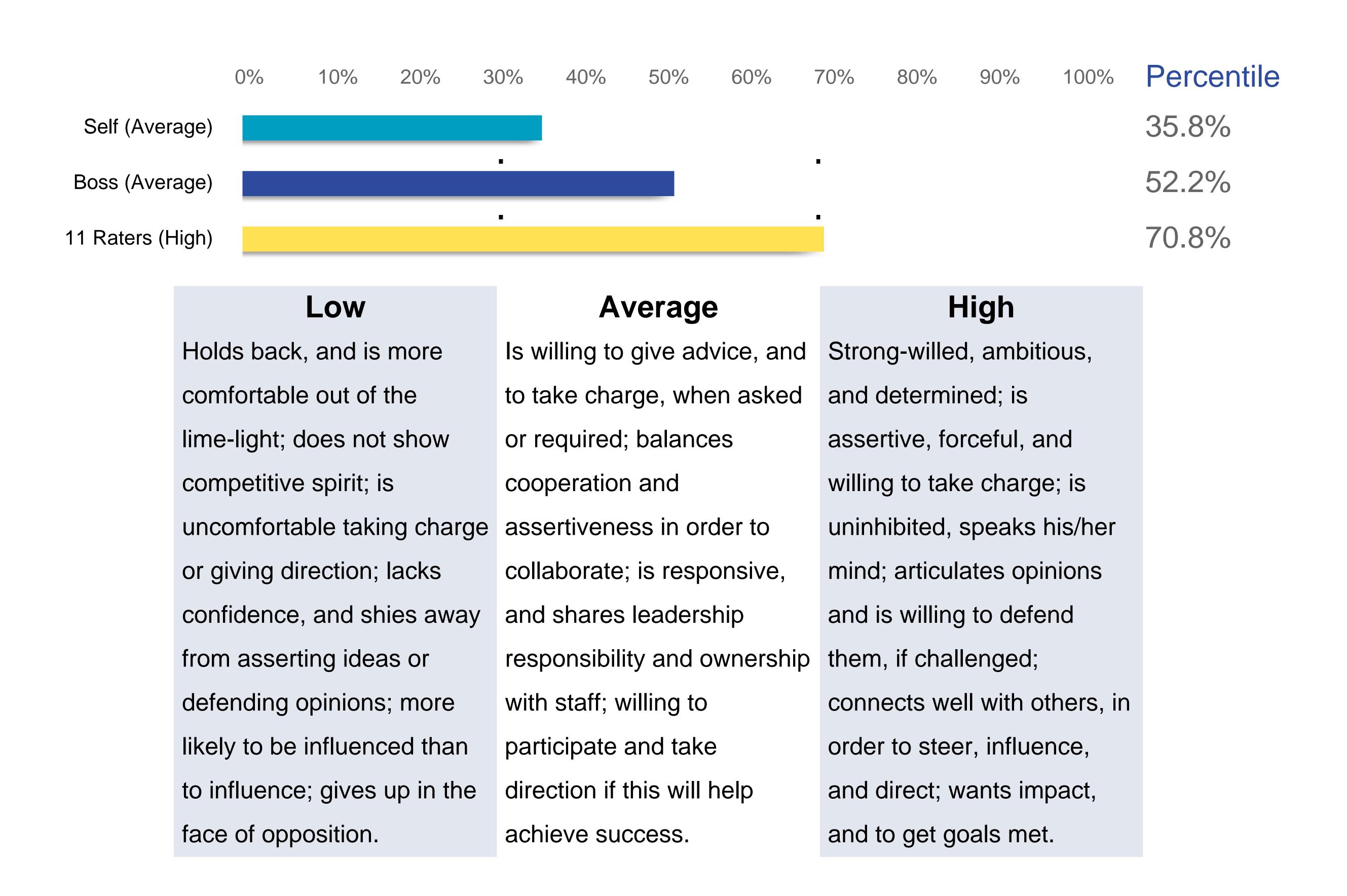


VI: Executive Success Factor: Leading People

High performing leaders use their influence and impact to get others on-board and behind their initiatives. They are appropriately competitive, setting high standards, and ensuring that all understand the goals, as well as their individual part in achieving them. They want to have impact, and to make a difference, yet they share credit and decision-making responsibility with their teams. Above all else, they galvanize and coach their teams to overcome obstacles, and to deliver quality and innovation.

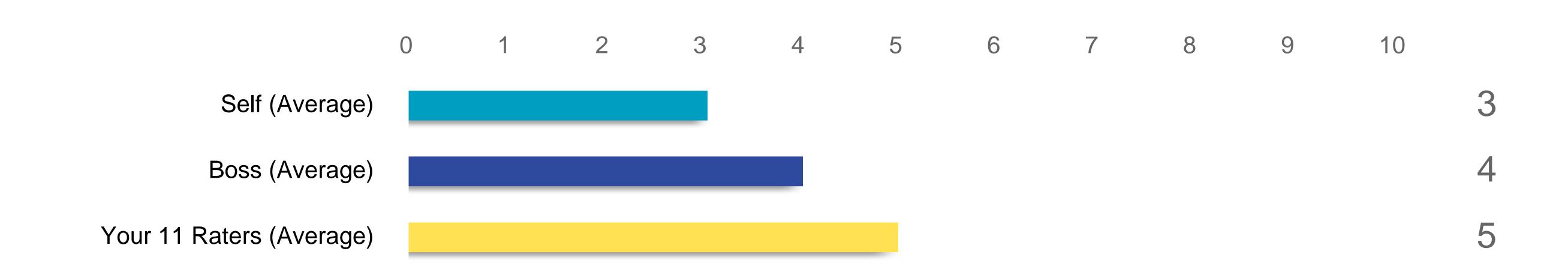
Five separate ACL scales can be linked conceptually to aspects of Leading People. Your results on each of these 5 Leading People scales are shown on the following pages.

VI: Executive Success Factor: Leading People; Scale: Influence



Summary for Leading People

In order to summarize your results on Leading People, each of the 5 component ACL scales has been assigned a value ranging from 0-2, depending upon whether your score on that scale was in the lowest 30%, the middle 40%, or the top 30% relative to the basic ACL normative group. Your overall results for Leading People can thus be assigned a value ranging from 0 to 10, and be provided for Your Raters and Self. Lower scores (0-2) suggest that this Work Factor is a clear area of potential development. Look to the individual scales to uncover areas for possible development. Average scores (3-7) suggest mixed results; some aspects of the Work Factor come easily and naturally, while others may be inconsistent, and/or need work. Higher scores (8-10) suggest that this Work Factor is generally an area of strength and contribution. That said, look to the end of this report for things to watch out for, if any particular characteristic strength is used excessively or without mediation.



In order to maximize the utility of the feedback information conveyed to you by your raters, we included a series of optional, write-in questions in the rating form. Specific responses to these extra questions from your boss and raters is presented below. Please note that these responses are provided unedited, and that they do not represent any order of relative importance.

What I admire most about

leadership is:

Boss Level:

Strong desire to learn and perform

Rater Level:

is not a micro manager

ability to remain calm in a storm.

looks at the entire picture before directing. wants all employees to to do well.

seems to have good people/communication skills.

is never afriad to take on a problem. When doesn't know the answer always asks the individuals that do and learns.

goes by the book and follows policy

knowledge of specialty

ability to work with people on various levels, but everytime being professional, courteous and nice.

Good natured and genmuine.

willing to adapt to new role or profession

Two or three things that would help be more effective are:

Boss Level:

Gain more technical expertise within field, engage leadership more, find efficiencies where possible.

Rater Level:

Present clear and achievable goals Give feedback on how feels goals are progressing

to be more confident in knowledge of department and to give up tendency to micromanage employees.

Recognize that responsibilities and activities include both compliance with Regulations, Codes and Standards and reducing reportable work injuries.

think outside the box and be creative

Expand knowledge of , crosstraining in other fields of responsibility, taking the lead in projects with peers.

(1) not being spread as thin as currenly is. Currently supporting at least a half dozen facilities. (2) Although brings great skills to the table, maybe focusing on on an area within that has little to no experience with. A by background, there are probably many areas within that can additionally explore and thereby increase effectiveness.

None

1. More network involvement to cross train into other job functions (easy to say, but has no time!!!!!!). 2. More outside of envolment (audits, training, etc....(

One thing that gets in the way of effectiveness is:

Boss Level:

lack of broad understanding of as a whole.

Rater Level:

Little follow up on some goals

tendency to talk down to employees. Sometimes, during the course of conversation, doesn't appear to be sharing information with a peer or even a reporting employee- tone comes across as condensing.

has good people skills, but needs to improve knowledge in the regarding the depth and breadth of compliance activities within

not aware of any areas is not effective.

teamwork sometimes prevents individual success.

being spread so thin across has probably limited effectiveness somewhat.

None

Lack of resources (staff) in order to get day to day activities completed. Working in a reactive mode rather than proactive due to time restrains!

An issue that I would like to attend to, but that was not covered in the rating form is...

	_	
Boss		
DU33	LEVE	1 _

Nothing

Rater Level:

Expanding technical abilities of reports so work load can be distributed

nothing.

There are several aspects to being a Manager, ... one is people/personal skills, another is knowledge of the requirements, and a final is ensuring that their team is provided the means to be successful.

Follow up and follow through

no issues to address

none; awesome just the way is.

show me how to stay even-keeled even when dealing with difficult people. is nice in dealings with people, but can also be firm...but never flies off the handle.

None

None that I could think of at this moment!

If I had one wish for

it would be...

Boss Level:

felt less stress.

Rater Level:

Gained more knowledge to be a good leader

continued success as moves up the management ladder at

I think can be successful by recognizing and utilizing, and occassionally showing appreciation for the skills of persons with expertise in technical subject matter.

To be a successful manager and supervisor.

great success!

balance work & homelife in which both are important to

that succeeds in all endeavors. is a hard worker and an extremely nice person and deserves nothing but the best life has to offer.

Continue being

Observations About Your Results

The following eight tables provide summaries of your results. Before you consider this information, you may wish to reread the introductory pages in this report. In particular, pay attention to the points made in the "Getting the Most Out of Your Report," and "Making Sense of Your Results" sections. The tips and suggestions provided there will help you to tease out what is important in your results, with an eye to developing your own personal Individual Development Plan. The template on the final page of this report, the "IDP and Goal Setting Worksheet" has been provided to help guide you with this all-important activity.

Above all else, as you consider your results, remember that change and personal growth is the point. Good Luck!

I: Top Adjectives Most Selected by Your Raters

The numbers in parenthesis represent how many of your 11 raters described you with this adjective. The adjectives below are the 10 most frequently selected adjectives. There may be more than 10 adjectives below when there is a tie in how many raters selected the adjective.

- 1. tactful (9)
- 2. good-natured (8)
- 3. friendly (8)
- 4. appreciative (8)
- 5. responsible (7)
- 6. practical (7)
- 7. intelligent (7)
- 8. humorous (7)
- 9. helpful (7)
- 10. easygoing (7)
- 11. clear-thinking (7)
- 12. cheerful (7)
- 13. calm (7)

Additional adjectives are shown in the actual report

Success Factors

II: Success Factors Ranked by Your Raters from Highest to Lowest

Success Factor	Category	Score
Managing Work	High	9
Managing Self	High	9
Working with People	Average	7
Thinking and Deciding	Average	7
Leading People	Average	5
Getting Things Done	Average	5

III: Success Factors for Which You Rated Yourself Lower than Did Your Raters (Hidden Strengths?)

Success Factor	Self Rating and Score	Other Rating and Score
Thinking and Deciding	Average: 4	Average: 7
Managing Work	Average: 7	High: 9
Managing Self	Average: 7	High: 9
Leading People	Average: 3	Average: 5

IV: Success Factors for Which You Rated Yourself Higher than Did Your Raters (Blind-spots)

Success Factor	Self Rating and Score	Other Rating and Score
Working with People	High: 9	Average: 7

ACL Scales

V: Your Top 3 ACL Scale Results According to Your Raters

ACL Scale	Success Factor	Rating & Percentile	Interpretive Comment
Self- determination	Managing Work	High: 97	Is autonomous and effective in getting results, but at the expense of recognizing and calculating the sentiments of others; is seen as highly assertive, determined, and productive; when busy, appears to others as overly strong-willed and task-focused, and slow to show consideration or appreciation.
Industriousness	Managing Work	High: 92	Likes to play the role of stabilizer, and to be a model for traditional values such as dependability, pragmatism, responsibility and hard work; sticks to procedure and policy, and stays within bounds; is helpful, and likes to be busy; follows through consistently on obligations and duties.
Task Focus	Getting Things Done	High: 89	Concerns self exclusively with being productive, work-centered, and ambitious; pursues goals diligently, but at times, at the expense of fun, lightheartedness, or displays of concern, emotion, tenderness for others; can appear to be brusque, and insensitive, and inconsistent in letting empathy show through.

VI: Your Lowest 3 ACL Scale Results According to Your Raters

ACL Scale	Success Factor	Rating & Percentile	Interpretive Comment
Originality	Getting Things Done	Low: 8	Is practical and predictable, but also mundane and moderate; does not stray far from conventional ways of thinking and acting; most comfortable in familiar terrain and in predictable territory; unlikely to criticize others for mistakes made; seeks to maintain the status-quo.
Competitiveness	Leading People	Low: 24	Conscientious but unassuming and patient; prefers anonymity, or a behind-the-scenes role; defers to others and lets them take the lead; dislikes direct competition, and does not look for obvious ways to show what s/he can do.
Innovation	Leading People	Low: 28	Prefers stability and continuity; works to maintain the status-quo; uncomfortable outside of his/her boundaries; risk-avoidant; adheres to his/her own point-of-view; lacks imagination; does not experiment from concern with being wrong; operates at an even-keel pace; uneasy with surprise or change.

VII: ACL Scales for Which You Rated Yourself Lower than Did Your Raters (Possible Hidden Strengths)

ACL Scale	Success Factor	Self Rating & Percentile	Other Rating & Percentile
Self-sufficiency	Managing Self	Average: 33	High: 83
Self-confidence	Getting Things Done	Low: 19	Average: 65
Efficacy	Managing Work	Average: 42	High: 77
Influence	Leading People	Average: 36	High: 71
Self- determination	Managing Work	Average: 65	High: 97
Analytic Mode	Thinking and Deciding	Average: 47	High: 79
Independence	Thinking and Deciding	Low: 11	Average: 41
Achievement Drive	Getting Things Done	Average: 32	Average: 59
Self-esteem	Managing Self	Average: 44	Average: 67
Visibility	Leading People	Low: 24	Average: 45
Intuitive Mode	Thinking and Deciding	Average: 31	Average: 51
Risk Tolerance	Thinking and Deciding	Average: 32	Average: 48
Persistence	Thinking and Deciding	Average: 68	High: 78
Innovation	Leading People	Low: 18	Low: 28
Communality	Managing Self	Average: 64	High: 72
Task Focus	Getting Things Done	High: 84	High: 89
Patience	Working with People	High: 78	High: 83
Positive Attitude	Managing Self	High: 76	High: 81
Order	Managing Work	Average: 70	High: 71

VIII: ACL Scales for Which You Rated Yourself Higher than Did Your Raters (Possible Blind Spots)

ACL Scale	Success Factor	Self Rating & Percentile	Other Rating & Percentile
Trust	Working with People	High: 80	Average: 51
Dutifulness	Managing Work	High: 79	Average: 50
Originality	Getting Things Done	Average: 33	Low: 8
Acceptance	Working with People	High: 91	High: 70
Nurturance	Working with People	High: 83	Average: 62
Social Insight	Leading People	High: 88	High: 75
Self-control	Managing Self	High: 81	High: 77
Involvement	Working with People	Average: 66	Average: 63
Initiative	Getting Things Done	Average: 56	Average: 53
Competitiveness	Leading People	Low: 27	Low: 24
Industriousness	Managing Work	High: 93	High: 92

IDP and Goal Setting Work Sheet

	ation from my Success Factors at Work Re and major positive contributions are:	port:
My key areas for pot	tential development are:	
Things I will do to en	nhance my performance:	
Action	Outcome	Schedule
How will I measure/n	nonitor progress?	
People and resource	es required to accomplish this:	