Charmm'd Assessment FAQ's

How is Charmm'd using these assessments? How do TTI assessments differ from other provider's assessments?

- At Charmm'd, our agenda is your success. To that end, we make a commitment to provide you with a confidential and meaningful exploration of your assessment. This process will help you learn about yourself, how others see you and what motivates you. We will answer your questions and will point you toward action that will pave the way for even greater success.
- TTI is the only DISC provider that asks you to rank all four of the choices given on the assessment where others only ask you to rank most/least like you. This results in having over 364 graph combinations and each person receives a customized report based on their individual graph.
- When a team report is done, we will bring the group together and customize the session to meet your goals. The focus of the team session is to provide a high-level overview of each member's style and help the team better understand the dynamics of their interactions. We will help the team explore how their work styles and motivations interact with one another and we will set up accountability for the team and individuals to take action based on the assessment results.

What are the short-term benefits of doing an assessment?

- You will recognize the different communication styles of team members and learn strategies to adjust your style to meet that of others.
- You will appreciate your strengths and areas for growth and those on your team.
- You will understand what motivates you to action and what trigger points stall you and the process.
- See how others view you, how your interactions are a result of your actions and why you illicit the responses you receive.
- You will have a new language to use that describes your behaviors and that of the team.

What are the long-term benefits of doing an assessment?

- You can experience improved communication that creates a more engaged and connected team.
- After seeing the assessments, assigning specific tasks and projects becomes clear and gives team members the opportunity to do their best work.
- Hiring becomes easier when you realize the traits that are needed on your team. The assessments can indicate if these traits are present or not.

How do you approach doing assessments with a team?

- Contact us and set up a call so we can get to know you and understand what you want to accomplish. We will offer options, share more details about the process, answer questions and discuss the long-term benefits for your team.

- If you decide to proceed, the first step is to have each team member take an individual assessment and a Charmm'd certified coach will debrief the results. The session is confidential and designed to celebrate the value each person brings to their role, the team and organization. Strengths, areas for growth and an understanding of what triggers a person are only some of what the assessment reveals.
- A Charmm'd coach then meets with the team leader to identify desired team goals and co-design the session. We send out a pre-session survey to all team members to learn what each person wants to get out of the session and any hesitations they may have.
- Our goal is to create a fun, memorable and engaging learning experience where team members learn more about one another and their unique dynamics.

What if people on my team are concerned about being labeled?

- Most who have taken the assessment really welcome having a label, it gives them an identity they can relate too and understanding when they know their own labels and that of others. We also realize that some are highly sensitive about being labeled and do not like the idea of being "put in a box" – we get that too!
- The purpose to "label" someone is so you know how best to communicate with them, to understand them better and, for a leader, to assign work to those who are best suited for the task.
    - For example, someone of the team is very fast paced and task oriented and you have started using social media to post information about your organization. You might assign that person to monitor your social media platforms so you can show that your organization is responsive, active and engaged.

What if a team member doesn't want to take the assessment?

- We will not require anyone to take the assessment. That would be a situation for the individual and their manager to sort out. It is quite possible some people may be afraid of the results and/or feel that their manager is trying to "out" them. We will not work with an organization if we feel the purpose is to try and get rid of someone. As for being afraid of the results, our focus is to celebrate all styles and how each brings value to the team.
- Our primary goal is to help people understand themselves and others on a deeper level so they are willing to learn how to adapt their communication for better connection, which leads to greater success.

Some may not feel comfortable sharing their results publicly. Can there be anonymity?

- The deep dive that happens in an individual debrief does NOT get shared publicly. The team report DOES share high level information about each person's style and motivations and we see this as a celebration of each individual since there are no right or wrong styles.

- A team benefits when there is diversity in the group. We will work with each team to help them understand what the team session will be like and will do our best to address any fears in advance.

How much does a person's willingness to change impact the process and results?

- All of us can "easily" change a little bit. To change a lot takes more effort. And there is no motivation to change unless there are compelling reasons along with a genuine desire to get better results. This work helps people understand "why and how" they can adapt their own communication style in a way another person can understand them better. At the end of the day it is up to each individual to determine what, if anything, they want to change.

When do you recommend doing this with a team? At what stage?

- This training is planned to be fun, memorable and challenging. With that in mind, there are two times we **wouldn't** recommend you doing this.
    - If you are about to hire someone and they are not yet there. Wait until they can join you.
    - If you are questioning "outing" an employee. This is NOT meant for that purpose and will ruin the morale for all involved.

What follows the team session?

- The best way to make what is learned stick is to develop goals, create action plans and establish accountability for individuals and the team. We will provide direction for this process and follow up to help ensure this occurs. Your success is our agenda!
- We encourage the team leader to sign up for quarterly coaching to maintain momentum and provide accountability.

Can an organization contact you beyond this service to do independent work around the results of the team assessment?

- Absolutely! We will customize our services to fit your needs.

What is the payment process?

- Once we have agreed to work together we will send you an invoice. A check can be sent or we can take a credit card payment. We ask that you pay for the assessments prior to the debriefs. Payment for the team training will be due two weeks after the training occurs.

How do I get started?

- Contact us! We would welcome the opportunity to talk about how an assessment will help you and your team achieve even greater success.
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