Interested in assessing and improving interpersonal skills in your organization?

Most managers know interpersonal skills (i.e., communication, collaboration, leadership) are a key driver of employee and organizational success. Yet, finding a reliable and valid way to measure them isn’t easy.

That’s why professors at the Mihaylo College of Business and Economics (MCBE) Leadership Center and Claremont Graduate University recently were awarded a research grant by the Graduate Management Admissions Council (GMAC) to develop a toolkit for assessing interpersonal skills. The toolkit could be used by managers to improve employee selection, training, evaluation and promotion processes; by business program faculty and administrators to assess learning and improve graduates’ employment outcomes; and by researchers to test theory-based causes and effects of interpersonal skill development.

To design and test the interpersonal skills toolkit, the research team is seeking employer participation

Benefits of employer participation in the study include:
- Involvement in cutting edge research aimed at employee individual and organizational performance
- Opportunity to offer input on key dimensions of interpersonal skills that are vital to your organization
- Preferred access to measures and customized feedback on interpersonal skill effectiveness
- Deepening your organization’s capabilities in interpersonal skills selection, assessment and training
- Summary of overall strengths and areas for improvement regarding interpersonal skills development

Employers can participate in one or both of the following ways:
1. Volunteer at least 1 manager to participate in 1-2 meetings with other managers and researchers, to discuss potential measurement items. Each meeting will be about 1-2 hours each.
2. Volunteer to allow researchers to collect employee survey data and job performance data from supervisors. Surveys will take about 20-30 minutes per employee, and 10-15 minutes per supervisor. The number of participants will depend on the size of your organization. The more employees participating, the more your organization will benefit from a customized feedback report.

Data collected for this study will be kept strictly confidential. Only aggregated results will be provided to participating organizations.

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