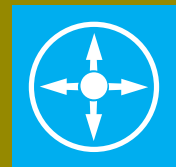




Products and Services  
designed for consultants and coaches

Product Catalogue



# Welcome to Management Centre of Asia Group

Management Centre of Asia Group, [www.magnactr.com](http://www.magnactr.com), is a provider and developer of innovative, high-quality people and process solutions for consultants and business professionals who are working with individuals, teams and organizations.

We are the Asian headquarters appointed by "Consulting Tools UK" and "The Leadership Institute of America" to take care of businesses in Asia which is growing rapidly in its economic restructuring and expansion.

Our Mission is to develop the human spirit through active listening, participating, coaching and motivating our clients and their staff to achieve their highest level of performance and competence. Our aim is to help our clients realize significant benefits from increased productivity by using our products and services.

We seek to be involved with clients from the initial project inception, listening closely to their requirements, then sharing our knowledge and expertise. By working together closely, using the most advanced technologies and innovative ideas, we can ensure your project runs smoothly. Our business solutions are supported by experience gained internationally, within large and small organizations in the public and private sectors.

Our commitment to clients is to deliver a superior end product and a high quality support service. We encourage continued performance improvement and develop close client relationships that can be counted on for years to come.

## Want to know more?

- by visiting **[www.magnactr.com](http://www.magnactr.com)**
- by calling **Singapore : 65 6333 1151**  
**Japan : 03 6807 7860**  
**Malaysia : 603-8064 4110**
- by emailing **[admin@magnactr.com](mailto:admin@magnactr.com)**

Our website contains further information on all of our products including sample reports.

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## ConsultingTools e-mail newsletter

e-news is our free monthly e-mail newsletter, containing our latest news and developments in addition to topical and informative industry news and upcoming events. To subscribe please e-mail: [e-news@consultingtools.com](mailto:e-news@consultingtools.com)

# Working with Management Centre of Asia Group

Management Centre of Asia Group believes that our clients' success is our success. Our aim is to provide you with relevant and valid robust tools and a first class service to match, providing you with what you need, when you need it.

Key benefits of working with Management Centre of Asia:

- a wide range of validated tools available designed for consultants and coaches
- tools are easily administered on-line by you (or your clients)
- questionnaires/reports customised with your branding (or your clients')
- priced per person
- all supported by our dedicated and experienced support team

Our service is tailored to meet your needs as a consultant or coach. We pride ourselves on our innovation and ability to offer a flexible and personalised service. Our offerings can be tailored to your situation and needs, taking you through an entire initiative or picking up at virtually any point along the way.

We can be as visible or invisible to your clients as you wish. Our role is generally behind the scenes in providing you with tools for you to use with your clients, or supporting your project through our bureau service; providing project set-up, administration, data collection, user support and report generation. We can customise web pages that respondents see when completing on-line assessments and also the reports from any of our products so they see your colours and logos or those of your client.

# Our Clients

**Management Centre of Asia** works predominantly in the intermediary market serving a network of coaches and consulting organisations of all sizes, and working through strategic business partners internationally. Organisations benefiting from our solutions range from independent professionals to large international organisations in both the public and private sectors.

Our clients find us to be highly collaborative, creative, and committed to their goals. But don't just take our word for it; here's what a selection of our clients have to say:

*Thank you for working together with us in our first 360 degree project. In general, we are very happy and satisfied with Management Centre of Asia's service. We are impressed by your prompt and responsive actions. Without your coordination, the project would not proceed so smoothly. We look forward to continue the partnership relation.*

Mary Yu, Hewitt Associates

*We've used Management Centre of Asia for 360 degree feedback in our talent management initiative in 6 of our countries in South East Asia. We've found them very responsive, proactive, willing to help and flexible to both our needs and our clients'.*

Christina, Regional HRD Manager, MIHE-Demag (S) Pte Ltd

*Facet5 is a simple to use yet dynamic personality instrument. Unlike other psychometric instruments that tend to straight-jacket an individual, Facet5 breaks out of restricting paradigms. As professor in psychology and a consultant trainer, I can't recommend more highly this effective and lucid tool of Facet 5 for all organizational applications. What makes it such a joy to use is the unfailing responsiveness and first class support from Management Centre of Asia's team.*

Dr Tan Khian Seng, Author, Principal Consultant/Trainer

*Management Centre of Asia and his business partners have provided us with excellent customer service. They have been unfailingly helpful, efficient and friendly. I have no hesitation in recommending them.*

Lee Jin Khim, GM, Spraying Systems (China) Co., Ltd

*We have worked with a number of service providers in the past, but have found Management Centre of Asia and his business partners set themselves apart with their friendly, but professional response. Their tools are ranked among the best in the world. They fully understand the need for quality, speed, and accuracy, and go out of their way to achieve it.*

Yenho K.Tree, President China Operations, IBCC Industries, Inc

# Which tool is right for you?

The table below shows our range of standard tools and provides an overview of each product. In addition we offer a range of customised solutions created and designed to meet your needs.

Product	Solutions for			Product Areas			Statistics				Analysing Teamwork	Assessing Organisations	Career Development	Customer Feedback	Emotional Intelligence	Coaching	Leadership Assessment	Management Development	Organisational Change
	Individuals	Teams	Organisations	360° Feedback	Personality, Career & Stress	Survey Solutions	Questions	Competencies/Factors	Average Time (mins)	Scoring (Averaged/Normed)									
Audition			■		■		13	13	10-15	N									
Career Profile Inventory	■				■		40	3	20-30	N			■			■		■	■
Cognitive Team Roles		■			■		-	10	-	N	■								
CompetencyView360	■	■		■			-	-	-	A				■					
CustomView360	■	■		■			-	-	-	A/N				■					
Emotional IntelligenceView360	■			■			74	17	15-20	A/N					■	■	■		
ExecutiveView360	■			■			68	22	15-20	A/N						■	■	■	
Facet5	■				■		106	5/13	17	N			■			■			
Insider Assessment System	■				■		-	-	-	A/N									
LeaderView360	■			■			35	7	10-15	A/N						■	■	■	
ManagerView360	■			■			100	20	20-25	A/N						■	■	■	
DISC Profile	■				■		24	4	15	I				■		■	■	■	■
PeopleIndex	■				■		74	17	15-20	N					■	■	■		
PerformanceView360	■			■			70	14	15-20	A/N						■			
Strategic Leadership Review	■			■	■		84	7	20	N						■	■	■	
StressScan	■				■		123	15	20	N						■			■
Survey Solutions			■			■	-	-	-	A		■		■					■
SWOT Survey			■			■	-	-	15-25	A		■		■					■
Team Effectiveness Survey		■				■	80	10	20	A	■			■					
TeamView360		■		■			31	7	10-15	A/N									
Think Smart	■				■		74	10	10	N						■			
Thinking Styles	■				■		169	26	20	N						■			■

For further advice on selecting the right product for your needs please call us on 65 6333 1151.

Applications										
Performance Management	Personal Development	Personality Assessment	Recruitment	Self-awareness	Strategic Planning	Stress & Health Assessment	Talent Management	Team Assessments	Team Development	Training Needs Assessment
			■							
■				■			■			
				■					■	
		■		■			■			
■	■			■			■			
	■	■	■	■			■			
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	■			■				■	■	
	■			■			■		■	

**Key:**

Scoring:  
 A – Averaged Scoring  
 N – Normed Scoring  
 I – Ipsative Scoring

Accreditation Training:  
 R – Required  
 A - Available

# Our Commitment to Quality and Data Security

**Our Principal, Consulting Tools, UK is an ISO 9001:2000 accredited organisation. This award is recognised worldwide, and shows our continuing commitment to quality. It is rigorously audited on a regular basis to ensure that the quality of service we provide is the highest possible at all times.**

Consulting Tools host our on-line assessment tools and client solutions on their own dedicated servers hosted by Claranet (voted best business ISP in the UK). The Claranet network, which their servers sit on, links directly to all the major European peering points and the global internet backbone, providing the best speed and performance to our clients. The servers are monitored 24 hours a day, 7 days a week. We use 128 bit SSL encryption to ensure data security.

In hosting your project we can provide a cost-effective and easy way to implement your solution. We are able to cut down on the administrative and security headaches of installing software on your systems, saving on licensing costs, and are able to provide fast technical support in getting

any issues resolved yet still meet your security and data protection requirements.

We comply fully with data protection legislation and privacy polices with regards to the Data Protection Act and EU legislation. We are committed to making our on-line services easy to use and accessible to all, to meet the requirements of the Disability Discrimination Act.

Consulting Tools are members of the Association for Survey Computing and follow best practice guidelines in survey computing which helps us maintain the quality of our 360° feedback and survey work.

Consulting Tools is a member of the Business Test Publishers Association (BTPA) and supports good practice guidelines in the areas of organisational assessment and development.

See below for further information on the BTPA.

The Business Test Publishers Association (BTPA) works with test users and professional and scientific bodies to consistently improve the quality of published assessments and their use. Primarily focused in the UK, the BTPA has links with organisations worldwide and draws on best practice internationally.



## **What does the BTPA do?**

- Advises scientific, legal and professional bodies in the UK
- Encourages members to improve the quality of their products and services
- Offers unbiased information on practical, day-to-day testing issues
- Develops and communicates a range of good practical guidelines in new areas of testing.

Contact the BTPA at the web site: [www.btpa.org](http://www.btpa.org) or e-mail: [enquiries@btpa.org](mailto:enquiries@btpa.org)





# The Complete 360° Feedback Solution Provider

Management Centre of Asia Group has a complete range of 360° feedback solutions available to you, and provides an innovative and flexible approach. Choose the tool that best meets your needs, from off-the-shelf to customised or something in-between:

Off-the-shelf		Customised
<b>ViewSuite360</b>	<b>CompetencyView360</b>	<b>CustomView360</b>
For an off-the-shelf approach, ViewSuite360 provides a comprehensive suite of validated assessment tools suitable for all levels within an organisation in an on-line or software format.	Build your own on-line questionnaire and reporting system by picking items from our competency library, using your own or our existing competency headings.	For clients wishing to use their own existing questions and competencies, CustomView360 allows the creation of a customised on-line questionnaire and reporting system.
<b>All customised to meet your needs</b>		

Our 360° feedback tools all have the following features:

**Features:**

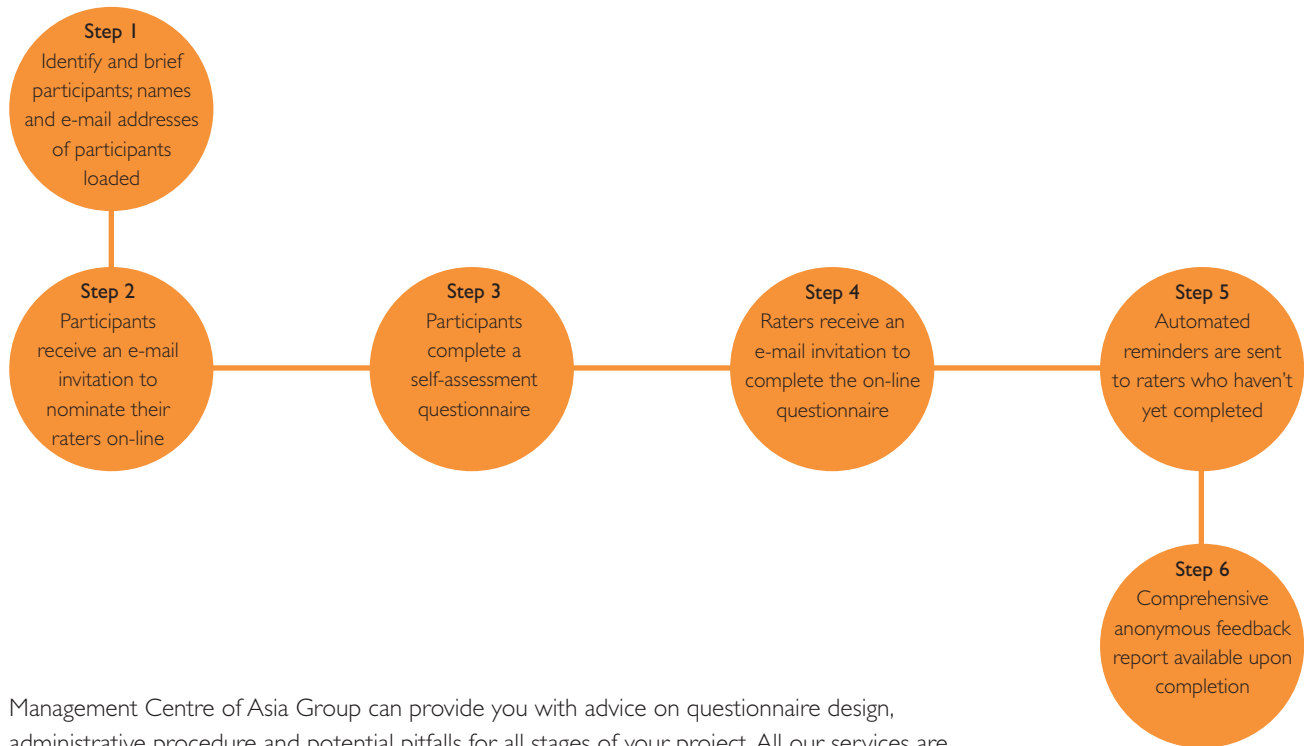
- Fully on-line and automated
- User friendly
- Confidential and secure process
- Password protected
- Questionnaire and report branding
- Choose from a range of reporting styles/options
- Customise rater labels
- Unlimited number of raters
- On-line rater nomination
- Optional rater approval by Manager/HR
- Customised e-mail invitations and reminders
- Access to real-time status tracking
- Pay for what you use, priced per person
- Set-up fees required for custom project set-up
- No equipment or software to buy
- Dedicated support team
- Multiple language capability
- Training available, but not required

# On-line 360° Feedback Process

## Set-up

Before the process starts, the first stage is to define the purpose of the 360° feedback intervention and to select the most appropriate tool depending on the target audience and the competencies to be measured. We can work with you to customise the questionnaire (including colours and logos) and tailor instruction text and the feedback report itself. Rater labels can also be defined and timescales set.

## Data collection and reporting process



Management Centre of Asia Group can provide you with advice on questionnaire design, administrative procedure and potential pitfalls for all stages of your project. All our services are carried out with strict security, and participation is completely private and confidential.

# VIEWsuite360<sup>®</sup>

For an off-the-shelf approach to 360° feedback, ViewSuite360 provides a comprehensive suite of validated 360° feedback assessment tools. The research-based assessment tools that comprise ViewSuite360 are designed for individuals and teams at all levels within an organisation.

All of the tools within ViewSuite360 are available to complete on-line using our innovative internet scoring system which automates each step of the administration, data collection and reporting process, or in conjunction with Windows® based software for data entry and electronic feedback.

A range of reporting options are available, including bar or line graphs and normed or average scoring. Our easy to interpret reports highlight key strengths and developments and provide development plans and coaching suggestions. The ViewSuite360 tools can be branded with your logos regardless of how many or how often you buy. With no set-up or hosting fees, simply pay per participant.

## ViewSuite360 comprises:

- Emotional IntelligenceView360; designed to enhance both self-awareness and relationship management skills and suitable for all levels
- ExecutiveView360; an in-depth report of strengths and developmental needs for senior executives and leaders in all industries
- LeaderView360; a concise tool aimed at middle to senior managers to help focus on enhancing overall leadership effectiveness
- ManagerView360; aimed at supervisory, middle to senior managers preferring a more detailed analysis and comprehensive development tool
- PerformanceView360; designed for non-supervisory and non-management personnel working either as independent contributors or as part of a team
- TeamView360; designed for teams, a comprehensive tool for aiding understanding and enhancing team effectiveness and performance within teams.

We can also manage the project for you through our bureau support service, sending invitations, providing user support and delivering electronic or printed and bound reports at the end of the process.

ViewSuite360 provides a cost-effective solution to introducing 360° feedback through the use of tried and tested tools, whether it's for a single individual, a team or an organisation. Specific information relating to each of the ViewSuite360 tools follows.

# EMOTIONAL INTELLIGENCEview360<sup>®</sup>

Emotional IntelligenceView360 measures 17 critical competencies, helping you to recognise, understand and manage your interpersonal behaviour and emotions effectively. This web-based tool contains 70 behavioural questions comparing self-perceptions to those of other raters (e.g. the participant's manager, direct reports, team members or peers).

Emotional IntelligenceView360 assesses key competencies in the areas of:

- Self-management
- Relationship Management
- Communication.

The comprehensive feedback report is designed to enhance both self-awareness and relationship management skills. Emotional IntelligenceView360 is suitable for coaching, leadership and professional development programmes.

Emotional IntelligenceView360 was developed by Kenneth M. Nowack, Ph.D., a licensed psychologist and researcher in the area of 360° feedback, Emotional Intelligence and occupational health. Dr. Nowack is a member in Daniel Goleman's Consortium for Research on Emotional Intelligence in Organizations.

Emotional IntelligenceView360 is also available as a self-assessment instrument in the form of PeopleIndex (see page 25) which compares self-perceptions to those of a large internationally normed database and can be useful where a 360° process is not possible.

*It's not how smart you are, but how you are smart...*

## applications

- Emotional Intelligence
- Personal Development
- Self-awareness
- Coaching
- Leadership Assessment
- Talent Management
- Career Development
- Management Development

## audience

- All levels

## stats

- Average of 15-20 mins duration
- 74 Questions
- 17 Competencies
- Averaged or Normed Scoring

## administration

- On-line

## training

- Not required
- Facilitator manual available

# EXECUTIVEview360

## applications

- Leadership Assessment
- Personal Development
- Self-awareness
- Coaching
- Management Development
- Performance Management
- Talent Management

## audience

- Senior Managers
- Senior Executives

## stats

- Average of 15-20 mins duration
- 68 Questions
- 22 Competencies
- Averaged or Normed Scoring

## administration

- On-line
- Software

## training

- Not required
- Facilitator manual available

ExecutiveView360 assesses 22 critical competencies required for effective senior leadership. It concentrates on four areas, based on job profiling of executive positions for talent management systems:

- Performance Leadership
- Change Leadership
- Interpersonal Leadership
- Personal Leadership

It provides a comprehensive summary feedback report comparing senior executive self-perceptions to those of Board Members, managers, direct reports, peers and team members.

ExecutiveView360 is a comprehensive tool for rigorous and in-depth report of strengths and developmental needs for senior executives and leaders in all industries. It is aimed at senior executives who would prefer a more detailed analysis and comprehensive development tool. With explicit information and appropriate feedback, senior level executives can become extraordinary leaders within their organisation.

ExecutiveView360 is ideal for use in executive coaching, senior management/ executive development programmes, succession/talent management programmes and to support the developmental section of executive performance evaluation systems.

# LEADERview360

LeaderView360 assesses 35 critical leadership behaviours in seven core competencies required for effective leadership in today's organisations:

- Planning
- Problem solving
- Controlling
- Self-management
- Managing relationships
- Leading
- Communicating

LeaderView360 is aimed at middle to senior managers and can help to focus on enhancing overall leadership effectiveness.

LeaderView360 provides a powerful, graphical report which is easy to analyse and feed back. It includes a practical Individual Effectiveness Plan with active coaching notes. The top and bottom five behaviours are detailed for each staff group and developmental recommendations are suggested. Comparison notes are also available for before-and-after scenarios to show performance changes over time.

LeaderView360 provides a concise and brief assessment focusing exclusively on critical leadership behaviours required for competitive performance. LeaderView360 is ideal for leadership development training programmes and to support the developmental planning of corporate performance evaluation systems. For a more comprehensive and in-depth approach consider ManagerView360.

## applications

- Leadership Assessment
- Personal Development
- Self-awareness
- Coaching
- Management Development
- Talent Management
- Performance Management

## audience

- Middle Managers
- Senior Managers

## stats

- Average of 10-15 mins duration
- 35 Questions
- 7 Competencies
- Averaged or Normed Scoring

## administration

- On-line
- Software

## training

- Not required
- Facilitator manual available

# MANAGERview360

## applications

- Management Development
- Leadership Assessment
- Personal Development
- Self-awareness
- Coaching
- Talent Management
- Performance Management

## audience

- Supervisors
- Middle Managers
- Senior Managers

## stats

- Average of 20–25 mins duration
- 100 Questions
- 20 Competencies
- Averaged or Normed Scoring

## administration

- On-line
- Software

## training

- Not required
- Facilitator manual available

ManagerView360 assesses 20 critical managerial competencies required for effective leadership and managerial effectiveness in four areas based on extensive job analyses of managerial positions in diverse industries:

- Leadership/Performance Management
- Interpersonal
- Communication
- Problem Solving

ManagerView360 is more comprehensive than LeaderView360 and is a tool for rigorous, in-depth reporting of strengths and developmental needs. It is aimed at supervisory and middle to senior managers who would prefer a more detailed analysis and comprehensive development tool.

It provides a comprehensive summary feedback report with specific developmental suggestions, on-the-job activities, web site resources and suggested workshops that can be easily customised to meet the needs of any organisation.

ManagerView360 is ideal for use in management coaching, supervisory training, management development programmes and to support the developmental section of corporate performance evaluation systems. For a more concise assessment consider LeaderView360.



# PERFORMANCEview360

By comparing self-perceptions with those of an individual's manager, peers and team members, PerformanceView360 provides an objective summary of employees' strengths and areas of development along 14 critical competencies required for competitive performance in three areas:

- Project/Task Management
- Interpersonal/Team
- Communication

PerformanceView360 is designed for non-supervisory and non-management personnel and can be used for all professional, technical and administrative employees working either as independent contributors or as part of a team within an organisation. Ideal for use with those who manage projects instead of people.

PerformanceView360 is suitable for use in coaching, skill-based training programmes, succession/talent management programmes, career development and to support the developmental section of corporate performance evaluation systems.

## applications

- Personal Development
- Self-awareness
- Coaching
- Career Development
- Talent Management

## audience

- Non-supervisory
- Non-management

## stats

- Average of 15-20 mins duration
- 70 Questions
- 14 Competencies
- Averaged or Normed Scoring

## administration

- On-line
- Software

## training

- Not required
- Facilitator manual available

# TEAMview360

## applications

- Personal Development
- Self-awareness
- Team-assessments
- Team Development

## audience

- Teams at all levels

## stats

- Average of 10-15 mins duration
- 31 Questions
- 7 Competencies
- Averaged or Normed Scoring

## administration

- On-line
- Software

## training

- Not required
- Facilitator manual available

TeamView360 measures each individual's scores compared to the team members' and the team's overall average scores. It uses 31 team-orientated behaviours within seven major competencies:

- Problem solving
- Planning
- Controlling
- Self-management
- Managing relationships
- Leading
- Communication

TeamView360 is a comprehensive tool for understanding and enhancing team effectiveness and performance. This tool focuses on self-development within the team, helping to convert team intentions into individual actions. Each person within the team will gain a better understanding of his or her strengths, limitations and developmental areas.

Scores can be viewed as raw score averages or as normed scores. The assessments and results are confidential and team member ratings remain completely anonymous. These results are used to produce a powerful, graphical report with an easy-to-follow Personal Effectiveness Plan for each team member.

TeamView360 can be used effectively alongside the Team Effectiveness Survey (see page 35), which measures overall team performance and compares it with the customers' views.

# COMPETENCYview360<sup>+</sup>

CompetencyView360 provides access to a comprehensive on-line library of pre-existing competencies and behaviours designed and developed specifically for 360° feedback questionnaires.

CompetencyView360 is ideal for situations requiring a customised approach, where specific competency areas and behaviours need to be measured, yet at the same time benefits from using tried and tested questionnaire items associated with our validated off-the-shelf tools.

CompetencyView360 provides access to over 800 validated items in pre-categorised competencies. The tool allows users to select and use existing competency labels, or to create user-defined labels where corporate competency and value frameworks exist and need to be adhered to.

When building your 360° feedback questionnaire, select first the competency (or create a new competency label) and then choose the relevant items from the on-line menu system for each competency. Once the questionnaire is complete, add any open-ended questions and then select the response scale or scales you wish to use from those available. You will also be able to define respondent labels and customise instruction and questionnaire text, adding any logos or branding to meet your needs and to complete your own on-line 360° feedback tool.

The newly created 360° feedback tool is then ready for you to use in the form of a fully web-based questionnaire and feedback reporting system. Additionally choose from a number of existing 360° feedback questionnaires which have been created for use and can be tailored and customised to meet your needs.

CompetencyView360 presents an easy way for practitioners with less experience in this area to create 360° feedback questionnaires, and is also ideal for those looking for a quick and cost-effective way to create a tool for use with their clients or a specific application.

## applications

- Coaching
- Leadership-assessment
- Management Development
- Performance Management
- Talent Management

## audience

- All levels

## stats

- Database of 800+ Items
- Pre-existing Competencies
- Customised Scales
- Customised Length
- Averaged or Normed Scoring

## administration

- On-line

## training

- Not required

#### applications

- Coaching
- Leadership Assessment
- Management Development
- Performance management
- Talent Management

#### audience

- All levels

#### stats

- Customised Scales
- Customised Length
- Averaged or Normed Scoring

#### administration

- On-line

#### training

- Not required

**CustomView360 is our flexible and easy to use on-line 360° feedback system which provides a complete customised approach to your unique 360° feedback needs.**

CustomView360 takes your existing competencies and questions and converts them into a web-based questionnaire, administration and feedback reporting system, all hosted and supported by ConsultingTools.

The system handles single or dual rating scales with feedback possible from any number of client-defined rater types. E-mail instruction and web site text are completely customisable, and the on-line questionnaire and report can be designed to match your design guidelines – including incorporating your logos and colours.

Choose from a range of standard report options or we can work with you to create a report format to match your requirements or existing design, including incorporating coaching guides and development plans.

The secure web system is fully automated, taking away many of the manual interventions associated with running a 360° feedback project. Data is collected on-line, e-mails are sent to each participant and then to each respondent upon nomination. Reminder e-mails are also sent ahead of the deadline with reports available in PDF format once the deadline has passed. Administrators have access to a real-time tracking system to monitor completion status.

CustomView360 is a comprehensive tool for projects requiring a complete customised solution to 360° feedback.

# Personality, Career & Stress Assessment

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Management Centre of Asia Group with ConsultingTools provides unique self-assessment and psychometric tools to help understand individuals' attributes, styles and to improve self-awareness. Our range of tools make a significant contribution to applications including recruitment, management development, team integration, cognitive fitness, career development and stress & health assessment, all fully validated.



# career *profile* INVENTORY

## applications

- Career Development
- Coaching
- Organisational Change
- Management Development
- Performance Management
- Self-awareness
- Talent Management

## audience

- All levels

## stats

- Average of 20-30 mins duration
- 40 Questions
- 3 Scales

## administration

- On-line

## training

- Not required

The Career Profile Inventory is a brief, self-scored on-line career interest instrument suitable for employees at all levels within an organisation. This theory-based and validated career interest inventory provides targeted feedback in three areas:

- Career Stage
- Career Path Preference
- Political Style Orientation

The Career Profile Inventory is composed of 40 questions measuring the respondent's current situation ('The Way it is Now') which is compared to the way he/she would like it to be ('The Way I'd Prefer it to Be').

Administration takes approximately 20-30 minutes, and the feedback results are automatically available on-line. The comprehensive summary feedback report compares and contrasts current and ideal preferences in career stage, path preference and political style orientation. By analysing the 'gaps' you will quickly identify the areas of employee satisfaction, resulting in increased productivity and retention and reduced turnover.

The Career Profile Inventory is an ideal assessment tool for executive and management coaching, career counselling, outplacement, employee development, performance evaluation, succession planning, supervisory training and management development programmes.

The report includes an action plan to support career and professional development goals as well as professional development resources and linked web sites.



**Facet5 is a 'Big 5' factor personality model, which allows understanding into how people differ in their behaviour, motivation, attitudes and aspirations.**

Five factors are now widely accepted as the fundamental building blocks of personality. These 'Big 5' have consistently emerged from research around the world as the irreducible minimum needed to give a comprehensive description of a person's personality.

Facet5 measures these five factors precisely and quickly to give the most accurate and easily applied portrait of individual differences in behaviour. Facet5 also allows a detailed breakdown of these five factors into 13 sub-factors (facets) to explore subtleties of behaviour at an individual level.

Facet5 was designed in response to requests from many organisations for an instrument which combined modern design, construction and appearance, ease and flexibility of use, reasonable cost and integration with human resource management systems. It is based on recent developments in personality theory and management development and is simple and practical to use. Facet5's theoretical and psychometric integrity is comparable with, or superior to, other mainstream but now dated personality questionnaires.

Facet5 works at all levels from individual assessment through to selection, recruitment and team integration. Facet5 can even be extended to understand culture and values at a team or corporate level.

Facet5 uses a web-based questionnaire to capture information; people respond to an e-mailed invitation and are taken directly to the Facet5 web site. Most people complete the Facet5 questionnaire in around 17 minutes. Facet5 data is processed instantly and is immediately available for review by authorised users, with reports shown on screen or produced as a fully formatted PDF for printing or e-mailing.

#### applications

- Career Development
- Self-awareness
- Personal Development
- Personality Assessment
- Coaching
- Recruitment
- Team Development
- Talent Management

#### audience

- All levels

#### stats

- Average of 17 mins duration
- 106 Questions
- 5 Factors
- 13 Sub-factors

#### administration

- On-line

#### training

- Accreditation Programme
- Facilitator manual available



In addition to the core Facet5 report, Facet5 also comprises a number of modules that can be used in the following application areas:

### **Selection**

#### ***SearchLight***

As part of the Facet5 report, SearchLight asks candidates to describe their experience under defined headings – the core competencies critical for most positions – and then takes Facet5 data and integrates it with these. By conducting a carefully structured interview based on this information (the Facet5 system also includes guidelines for conducting situational and behavioural interviews), selection processes can be more effective and decisions can be based on accurate information.

#### ***Audition***

Audition is Facet5's way of relating candidates to specific 'roles'. By defining the core requirements of a role Facet5 can then link candidates to the roles and indicate exactly how closely they 'fit'. Facet5 goes further and creates a detailed interview guide, showing which areas to probe, what questions to ask and what to look for in the answers. Audition allows you to rank a group of people against a predefined template or to find the role which best suits a particular candidate.

### **Integration**

#### ***TeamScape***

Using Facet5 data, TeamScape gives a powerful visual image of a team's work style and how they go about resolving differences. With specialised graphics TeamScape clearly shows the effect of bringing a new person into an established team. TeamScape shows how a person sees themselves and how they impact others. Using a simple four-stage model of problem solving, TeamScape identifies individual contributions, the synergies and potential conflicts.





## **Management**

### ***Leading Edge***

As part of the Facet5 report, Leading Edge takes Facet5 data and integrates it with current leadership theory. Leading Edge provides a plan for managing people and gives detailed guides so that you can modify your approach to them to get the most effective results. With this guide you can make sure management efforts are effective and allow each person to be treated as an individual and valued as such.

## **Development**

### ***Work Preferences***

As part of the Facet5 report, Work Preferences integrates core motives derived from Facet5 data and identifies aspects that would be desired in a role. By comparing responses to a database of known preferences, information is provided about specific job elements that are likely to appeal.

### ***Strategic Leadership Review***

The Strategic Leadership Review (SLR) is a process that combines Facet5 and SLR data. SLR uses a 360° feedback review which focuses on Transformational and Transactional Leadership skills, providing a detailed review of each person. Facet5 is linked to the SLR via an extensive database of leadership reviews, and using the two processes in parallel allows us to produce a prediction of leadership style, a review of rated performance on the same dimensions and a summary of predicted vs. actual performance with specific development advice.

## **Accreditation Programme**

To maintain its professional credibility and to ensure that it continues to develop in line with practical experience and current theory, Facet5 is available only to accredited people. A full accreditation programme is available on an in-house basis or through our open programmes which are held at regular intervals.

# DiSC

Cultivating Growth  
Nurturing People

## applications

- Behaviour Assessment
- Career Counselling
- Coaching
- Management Development
- Organisational Change
- Personal Development
- Personality Assessment
- Self-awareness

## audience

- All levels

## stats

- Average of 15 mins duration
- 24 Questions
- 4 Dimensions
- Ipsative Scoring

## administration

- On-line

## training

- Accreditation Program
- Facilitator Manual available
- Facilitator guide available
- Online User guide available

DISC is a behaviour assessment tool. Unlike Facet5 which measures the personality traits of a person, DISC measures observable behaviour. The four dimensions of Dominance, Influence, Steadiness and Compliance enable respondents to compare their work adaptability with their consistent behaviour and is often used in intra-personal applications.

The profile is internationally used in the areas of Human Resources management, coaching, counselling, development and consultancy. Participants will learn how to read people, communicate more effectively, appreciate perspectives of people, motivate, avoid unnecessary conflicts and increase effectiveness.

Administration is easy. Respondents are e-mailed a password which enables them to access their profile in their own time. Access is simple. Web-based technology allows the profile to be easily available via the web site.

Results can be used to review performance, plan learning and development, and assess personal effectiveness. Profiles can be completed more than once to assess improvement, validate training and identify further needs.



PeopleIndex measures 17 critical competencies, helping you to recognise, understand and manage your emotions and behaviour effectively. PeopleIndex is a comprehensive self-assessment tool designed to measure a view of Emotional Intelligence.

PeopleIndex is based on the most widely accepted model of Emotional Intelligence and assesses the following areas:

- Self-awareness
- Social Awareness
- Self-management
- Relationship Management

This self-assessment tool provides a rigorous and in-depth report of strengths and developmental needs on critical social, interpersonal and communications competencies. The individual report gives feedback on each competency with a graphical comparison of self-perceptions compared to the normative database (currently 2,000 employees) and includes a developmental action plan section.

PeopleIndex is ideal for use in executive coaching, senior management/executive development programmes, supervisory and management training, and developmental programmes for employees at all levels of the organisation.

PeopleIndex was developed by Kenneth M. Nowack, Ph.D., a licensed psychologist and researcher in the area of 360° feedback, emotional intelligence and occupational health. Dr. Nowack is a member in Daniel Goleman's Consortium for Research on Emotional Intelligence in Organizations.

#### applications

- Emotional Intelligence
- Coaching
- Management Development
- Personal Development
- Personality Assessment
- Self-awareness
- Talent Management

#### audience

- All levels

#### stats

- Average of 15-20 mins duration
- 74 Questions
- 17 Competencies
- Normed Scoring

#### administration

- On-line

#### training

- Not required
- Facilitator guide available



StressScan provides a quick yet reliable way to identify the lifestyle, coping and psychosocial factors that help individuals withstand the adverse effects of daily stress.

StressScan is an adaptation of the Stress Profile published by Western Psychological Services, and provides targeted information about specific lifestyle and health behaviours that might be contributing to stress-related illnesses for particular individuals.

StressScan has over fifteen years of published research showing significant associations with a wide range of health and organisational outcomes such as absenteeism, job satisfaction, physical illness, job burnout, depression, anxiety and psychological distress in working adults. A large international normative database is used to compare lifestyle practices, health habits and wellness practices.

This validated self-report inventory measures critical stress, lifestyle management and coping scales and generates a comprehensive feedback report summarising results and providing information for optimising wellness. StressScan is particularly useful in organisational settings – as part of executive/management coaching, stress management training, wellness/health promotion programmes, employee assistance and research.

#### applications

- Coaching
- Organisational Change
- Personal Development
- Personality Assessment
- Self-awareness
- Stress and Health Assessment

#### audience

- All levels

#### stats

- Average of 20 mins duration
- 123 Questions
- 15 Scales
- Normed Scoring

#### administration

- On-line

#### training

- Not required
- Facilitator manual available

# thinksmart

Think Smart has been developed to help people understand the different ways in which we think. It measures individual preference levels for ten styles of thinking, identifying people's cognitive strengths and potential development areas. The ten styles are sub-divided into:

- Sensory Focus
- People Focus
- Task Focus

Think Smart is ideal for use at supervisory and junior management levels or as an introduction for higher management levels to the understanding of how thinking preferences affect behaviour, management, working styles and performance.

Without having to complete an accreditation programme, Think Smart allows consultants and coaches access to an on-line psychometric tool. Reports are available to download ahead of coaching, mentoring or management development sessions and workshops, to provide pre and post-course support.

Think Smart is available to all coaches, trainers, consultants and managers. Think Smart is accessed using our fully automated on-line system. The PDF report is delivered on-line immediately on completion for self-interpretation by the end user or facilitated by the coach, trainer or manager.

## applications

- Personal Development
- Self-awareness
- Coaching

## audience

- All levels

## stats

- Average of 10 mins duration
- 74 Questions
- 10 Dimensions
- Normed Scoring

## administration

- On-line

## training

- Not required
- Support materials available

# thinkingstyles

## applications

- Personal Development
- Self-awareness
- Coaching
- Team Development
- Management Development
- Talent Management

## audience

- All levels

## stats

- Average of 20 mins duration
- 169 Questions
- 26 Dimensions
- Personal Preference and Normed Scoring
- 12 mini profiles
- 2-way relationship mapping

## administration

- On-line

## training

- Accreditation Programme
- Facilitator manual available

**Thinking Styles is an occupational psychometric tool measuring cognitive preferences for 26 types of thinking. These are sub-divided into Sensory, People and Task Focus.**

Thinking Styles is ideal for use where the quality of thinking and the strength of working relationships are critical for success. It identifies how preferred thinking preferences drive behaviour and communication style and provides insights into how these preferences affect the cognitive strategies and social relationships of people at work.

Each Thinking Styles report includes 12 mini profiles, which explore how an individual's cognitive preferences affect their leadership, management, analysis and decision-making styles as well as offering suggestions for motivating, leading and supporting change.

Thinking Styles provides strategies for developing cognitive and behavioural flexibility and can be used for mapping cognitive development over time, for example over the course of a leadership development programme or within a new job role. It is also a valuable tool for measuring change as part of a change management programme.

Thinking Styles is only available to accredited users. A full accreditation programme is available on an in-house basis or through open programmes, which are held at regular intervals.

# *cognitive team roles*

**Cognitive Team Roles™ identifies individual preferences within a team for ten recognised cognitive and behavioural roles. The cognitive team dynamics, strengths, weaknesses and potential conflicts are mapped onto the wheel, helping teams to:**

- Develop self-awareness of their individual and team thinking preferences and flexibilities
- Balance their focus of attention appropriately on the three areas of thinking, implementing and achieving results
- Identify any critical areas of weakness before they begin to adversely affect performance.

The Cognitive Team Roles model utilises ten critical dimensions from Thinking Styles and compares team members' personal preferences for each role. The tool is used to:

- Enhance respect and trust within the team or all team members and/or their roles within the team
- Reduce some of the stresses that being in a team can bring
- Help teams to harness their energy and improve performance
- Help teams to cope successfully with new situations
- Ease the integration of new members to the team and help teams manage the process of members leaving.

Cognitive Team Roles is ideal for all teams at any stage of their development, from newly-formed to mature teams. It can also be used for selecting short-term project team members. Uniquely, Cognitive Team Roles is also suitable for mapping the strengths and dynamics of 'performing partnerships', i.e. teams of two.

Cognitive Team Roles is only available to accredited users. A full accreditation programme is available on an in-house basis or through open programmes, which are held at regular intervals.

## applications

- Analysing Teamwork
- Team Development
- Self-awareness

## audience

- All levels

## stats

- Uses Thinking Styles Data
- 10 Team Roles
- Personal Preference Scoring

## administration

- On-line

## training

- Accreditation Programme
- Facilitator manual available

# INSIDER

ASSESSMENT SYSTEM

## applications

- Self-awareness
- Personality Assessment
- Personal Development

## audience

- All levels

## stats

- Unlimited Questions
- Unlimited Competencies
- Custom Reporting
- Custom Scoring

## administration

- On-line

## training

- Not required

Many of us use self-assessment questionnaires as part of training, coaching or other development activities. Often we use off-the-shelf tools, but where a specific area or application needs to be measured, or for a tailored approach, it can be more appropriate to design and use our own assessments.

InsIDer is our flexible self-assessment system, allowing us to create your on-line branded self-assessment questionnaire and host and manage it for you.

Taking your questions and rating scale, the on-line questionnaire can be branded with client logos, and reports tailored to meet your needs – choose from one of our existing styles or we can re-create your existing design.

InsIDer provides an easy way to administer and automatically score self-assessments, sending e-mail invitations to individuals who then access and complete the questionnaire on-line. Following completion the report can be made instantly available to the respondent or to you as an administrator to download and print, depending on preference.

For team or organisational analysis, InsIDer provides an option to create composite group or team reports to show any trends or group development needs.

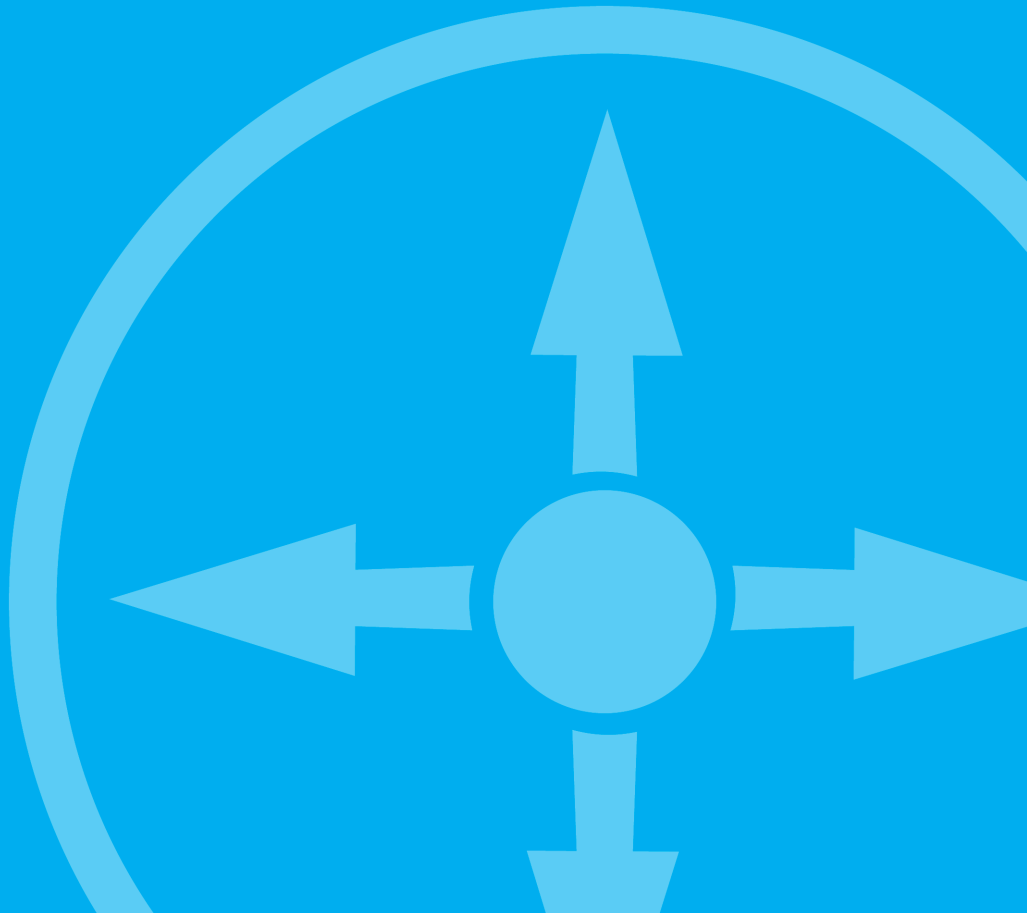
InsIDer is a great web-based solution for coaches and consultants with diagnostic tools wishing to provide an easy, yet sophisticated way to capture data on-line and produce reports. Contact us with your specific requirements.



# Survey Solutions

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Management Centre of Asia Group with ConsultingTools provides survey solutions to undertake qualitative or quantitative research including customer satisfaction and employee surveys. We can offer the ideal survey solution for you. Data can be collected on-line using our flexible internet scoring system, through OCR scannable forms or paper questionnaires through our support service.



# Our Survey Solutions

**We offer several systems and solutions to best suit your needs ranging from our flexible on-line survey tool to paper options (including scannable technology) and our Windows® based software.**

Our customisable on-line system allows us to take your questions and response scales, together with your logos and text and provide a web-based questionnaire. Respondents receive an e-mail inviting them to complete the questionnaire (either password protected or open). Once data has been captured reports are produced which can also be split by demographic options. The data is also available for further statistical analysis to identify trends and key findings.

For paper questionnaires our bureau service can work with you to create scannable forms which can be sent out together with a return envelope. Once forms are returned they are fed into our OCR scanner and reports produced.

Management Centre of Asia Group with ConsultingTools provides a range of survey solutions which can be used to undertake qualitative or quantitative research. Our survey solutions work particularly well in the areas of:

- Employee Surveys
- Customer Satisfaction Studies
- Culture Surveys
- Evaluation Forms
- Market Research
- Training Needs Analysis

Our dedicated bureau support service team can help at any stage of your project, including set-up, distribution of surveys, help desk, tracking updates, data entry and upon completion provide you with the reports you need.

# team *effectiveness* SURVEY

The Team Effectiveness Survey is a powerful tool that evaluates team performance and compares it with customers' views. It emphasises the importance of customer relations and establishes links between the team's work and the quality of output.

The Team Effectiveness Survey assesses the team and not the individual, which makes it the ideal, non-threatening tool for vulnerable teams. It measures 80 behaviours within ten major competencies and produces two comparative reports:

#### ***Team and Team Leader Processes on:***

- Purpose and commitment
- Working as a group
- Contribution to the team
- Interaction
- Focus

#### ***Customer Focus on:***

- Communication
- Specialist/Product knowledge
- Problem solving
- Customer service
- Concern for quality

The Team Effectiveness Survey assesses the overall effectiveness of the team and can provide the 'kick start' you need to get the team-building process started. It integrates very well with TeamView360 (see page 18), which focuses on self-development within the team and helps to convert team intentions into individual actions.

#### ***applications***

- Team Assessments
- Team Development
- Customer Feedback
- Analysing Teamwork

#### ***audience***

- All levels

#### ***stats***

- Average of 20 mins duration
- 80 Questions
- 10 Competencies
- Averaged Scoring

#### ***administration***

- On-line
- Software

#### ***training***

- Not required
- Facilitator manual available

# SWOTsurvey

## applications

- Customer Feedback
- Assessing Organisations
- Strategic Planning
- Training Needs Assessment

## audience

- All levels

## stats

- Average of 15-25 mins duration
- Custom Questions

## administration

- On-line
- Software

## training

- Not required

SWOT Survey is a process designed to improve the structure and flow of information feedback in an organisation. It can be used on its own or as part of a larger project. ConsultingTools has developed several versions and can also offer fully customised solutions that allow you to measure the areas that are most important.

This is an in-depth analysis tool that involves employees in the improvement process. SWOT Survey combines qualitative and quantitative data which analyse the following key areas:

- Strengths
- Weaknesses
- Opportunities
- Threats

The SWOT Survey takes this traditional method to a new level by asking for the 'why' behind the rating. An add-on questionnaire allows analysis of pre-set related areas.

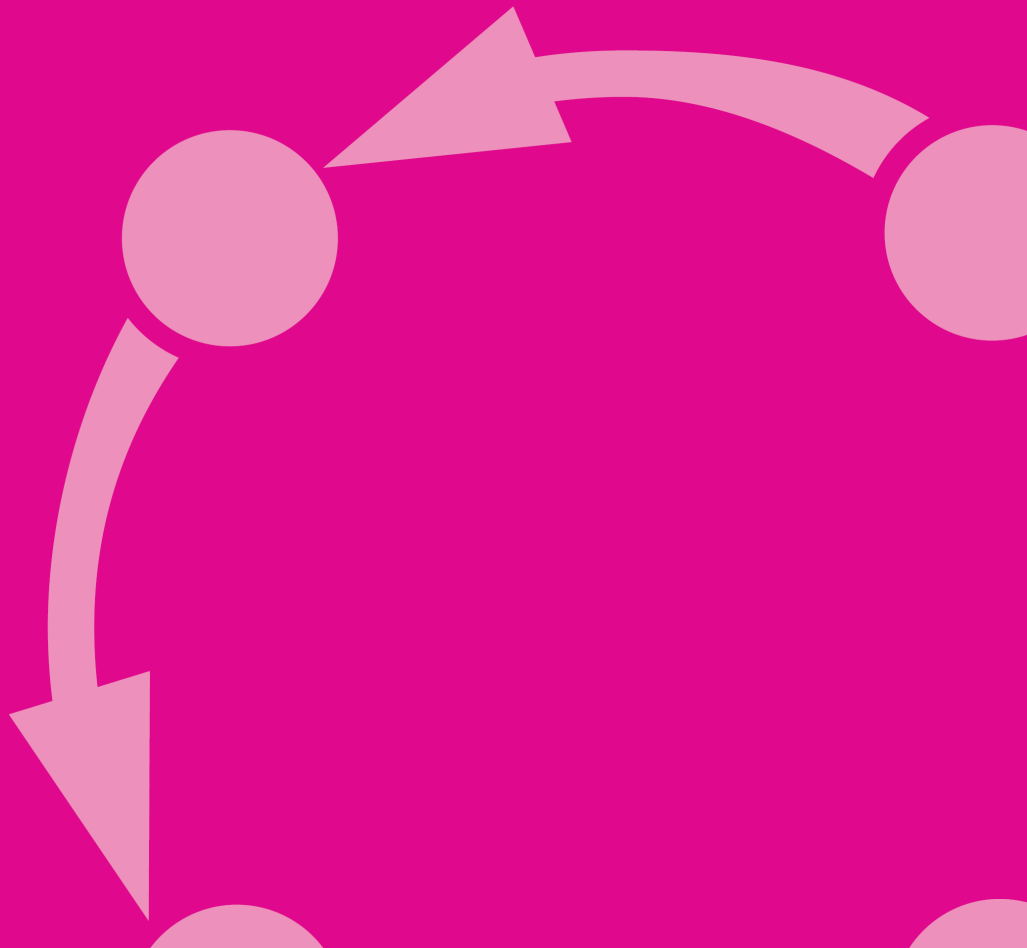
- Demographic information allows analysis by respondent groupings
- Rated questions yield quantitative measurable results
- The participants give reasons for their ratings and open-ended answers are linked with ratings on three scales

Data can be collected using both on-line and paper-based methods. SWOT Survey data is processed into a customised database on which a range of analyses can be performed, both on the rated and open-ended questions. It can then identify priorities for improvement and tap into the analytical and creative potential of your staff.

# Development Solutions

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Management Centre of Asia Group with ConsultingTools can assist in developing and supporting customised integrated on-line solutions to support learning and performance management and personal development, giving individuals control of their own learning and supporting internal development programmes through our programme management systems.



# Learning Management System

Management Centre of Asia Group with ConsultingTools develops and supports customised internet or extranet solutions for learning and performance management and personal development in the form of our competency-based learning management systems. Our on-line systems provide a single unified delivery system, enabling the management, distribution and tracking of blended learning, and can be used to support HR and other training initiatives, for example in supporting a leadership development programme.

Individuals log-in to a customised and branded web site and have access to a wide range of resources based on client needs. Client-specific content such as assessments, coaching guides, development plans and surveys can be tailored to the organisation, and to the individual and their job role, giving candidates control of their own learning and development and allowing an easier method of delivery for the organisation.

A back-end administration module supports the system and provides authorised personnel access to a range of administration options including the ability to track individual progress, view and print reports, initiate assessments, review development plans, manage events such as bookings for workshops and coaching sessions and to populate the site with new resources.

## *Key Features and optional modules:*

- information on an organisation's initiatives or a development programme
- development plans and learning logs
- interactive learning
- resource library (access to uploaded files, book references and web site links)
- assessments
- events management (for workshops/coaching sessions)
- objective setting
- performance appraisal
- discussion forum (for candidates to share knowledge and experiences)
- on-line coaching
- system architecture supports any competency model

We realise that many clients have developed their own assessments and training and development material and we can work with you to develop this content as part of an overall on-line solution, in addition to integrating any of our existing off-the-shelf tools. Our systems can be built around and support any competency model, whether it is one of our own or a client's customised model, allowing us to provide a full competency-based learning management system.

For further information on our Learning Management System visit **[www.consultingtools.com/pm](http://www.consultingtools.com/pm)** or call us on **65 6333 1151** for a demonstration or to discuss your own individual needs.

# Programme Management System

In addition to our Learning Management System which supports individual learning and development, we also provide an on-line Programme Management System designed to assist consultants and organisations to co-ordinate and centrally manage specific projects or programmes with their clients or internal employees.

The Programme Management System contains a comprehensive event management and booking module which allows a programme co-ordinator to define events such as workshops or coaching sessions and then create instances of when these events are being run in the form of sessions.

The system allows e-mails to be sent to appropriate individuals, inviting them to book onto the session of their choice via an on-line booking form. Alternatively the event co-ordinator can select which session a candidate should attend. A maximum and minimum number of places can be set so that a session cannot be over-subscribed, and equally if under-subscribed a warning e-mail can be sent.

Following an individual booking, e-mail confirmations and joining instructions are sent automatically, including any file attachments such as pre-event reading or a map to a venue. The system shows at any time individuals booked in each session, and also lists those who haven't yet been allocated using the on-line tracking system.

## *Key Features:*

- event management and booking
- attendance register
- post-event evaluation questionnaire and reporting
- administer assessments
- tracking system

Attendance registers can be printed prior to each session and attendance recorded into the system afterwards, with no-shows being reallocated to other sessions. Following attendance an evaluation questionnaire can be completed by each candidate. Evaluation reports can be produced, summarising each individual session or as an average of all sessions making up an event.

For programmes which include on-line assessments, the system allows co-ordinators to initiate assessments, track progress and then access reports upon completion.

ConsultingTools' on-line Programme Management System provides a great way to centrally manage and co-ordinate larger scale programmes, alleviating the administrative burden of running such projects.

For further information on our Programme Management System visit [www.consultingtools.com/pm](http://www.consultingtools.com/pm) or call us on **65 6333 1151** for a demonstration or to discuss your own individual needs.

## Contact Us

65 6333 1151

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