

When completing the assessment, Studer Group has an organization divide its leaders into categories and ask, "What is your role?" This usually produces three or four categories, depending on the organization's size and scope.

In this case study, an organization gave 917 of its leaders the assessment tool. The CEO sent the questions out and requested that everyone please complete them for use at an upcoming leadership session. As it turned out, 40 percent of the leaders did not complete the assessments. This is not an unusual response for an organization Studer Group just started out with, but it indicates an accountability issue.

Organizational Assessment

What is your role?

	# Responded	% Response Rate
Senior Leader	48	100%
Physician	30	18%
Department Director	153	79%
Manager	307	57%
Other	19	n/a
Total	557 (917 = total)	61%