

# Survey of Management Practices (SMP) /

Survey of Management Practices (SMP) provides feedback on an individual's core management skills. Successful managers have the skills necessary to clarify and achieve operating goals while maintaining a quality work environment. The SMP primarily measures facilitation, direction and communication skills of the new or first line manager. Effective individuals in this role create a day-to-day strategy to meet organizational goals. The SMP assists in developing, strengthening and enhancing these essential management skills.

**APPLICATION**

Supervisory development, linking management practices

**AUDIENCE**

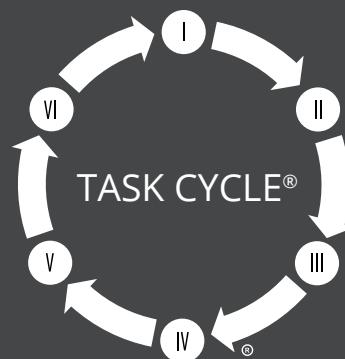
Managers and supervisors at all levels

**RESPONDENTS**

Self, Manager, Peers, and Direct Reports

**QUESTIONS**

61 questions, 3 open-ended

**Underlying Model**

The Task Cycle is a validated organizing tool that can help leaders know where to focus their development. It is presented as a logical sequence of events, with each phase contributing to achieving the final goal. A leader's performance across the Task Cycle phases is predictive of how others perceive their impact on the organization.

**SMP Leveraging Sequence**

1

**MAKING GOALS CLEAR AND IMPORTANT**

Establishing and communicating clear goals.

2

**PLANNING AND PROBLEM-SOLVING**

Encouraging participation, planning work effectively, utilizing organizational knowledge, and interacting effectively with stakeholders.

3

**FACILITATING THE WORK OF OTHERS**

Supporting individuals' success and building effective teams.

4

**PROVIDING FEEDBACK**

Providing employees with feedback regarding their performance.

5

**EXERCISING POSITIVE CONTROL**

Valuing timeliness, monitoring and tracking details, appropriately utilizing authority to get results, and delegating responsibility.

6

**REINFORCING GOOD PERFORMANCE**

Acknowledging the contributions of others.

**IMPACT**

Work Group Effectiveness, Tension Level, General Morale, and Commitment are leveraged through the mastery of Task Cycle phases.