



BRANCH MANAGER TEAM

Executive Development Initiative: Mike McCormack Founder of PeopleRight in Addison, Texas collaborated with Senior Executives at a Financial Institution. Leaderboard Metrics for two dozen Branch Managers track five (5) different aspects of Branch Performance: Quality, Customer Service, Task Duration, Volume and Profit Margin.

Assessment Administered: 24 Branch Managers completed the TalassureMX Assessment from Talexas, an instrument measuring thinking, personality, and interests. Chris Kunze at Kunze Analytics in Middleton, Wisconsin created a custom Success Pattern for the Branch Manager role that correlates significantly with the client's Job Performance Point System (df 22, $r=.49$, $p<.05$).

Results Obtained: Branch Managers whose Assessment Job Fit score was above the median exhibited 19% higher general performance on average than those who scored below. In comparison with those lower scorers, Branches of the higher scorers had 94% better Quality, 1% better Customer Service, 29% percent shorter Task Duration, 10% more Volume and 15% higher Profit Margin. All comparative metrics trend in the right direction.

Assessment Utility: The Financial Institution is now poised to implement the custom Success Pattern for personnel decisions (hiring/promoting candidates into the role) and coaching and developing incumbents. A correlation table demonstrates one or more Assessment scales or match scores that predict improvement in each of five (5) Leaderboard performance metrics. These talent levers are no longer clouded in mystery.

Key Numbers:

24 Branch Managers
with sufficient tenure
in their role

5 KPIs measured for
each incumbent

Half the Group with
Job Fit Scores above
the median:

19%

average higher
General Performance

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