

Diagnostic Evaluation

Our **Listening Process** - an objective and impartial approach for identifying the important issues affecting an organisation, team or project



Turning Moment

Conflict Resolution Services and Skills Training



Turning Moment are independent and the Diagnostic Evaluation process we use is not part of any formal procedure. This enables people to feel safer and be more open about their experiences, without fear of reprisal.

To ensure we obtain the highest quality data, we ensure that staff engagement, privacy and psychological safety are built into the design of our reviews.

We are experienced in supporting organisations and people who may be affected by serious and complex situations at work that involve conflict, abuse, problems, and pressure.

A Listening Process and Diagnostic Evaluation will:

- Provide clear and accurate data to enable you to assess the current 'temperature' within an organisation or team.
- Identify the challenges that staff are facing which may be inhibiting or disrupting team development, performance, or collective development culture.
- Identify specific problems and issues that need to be resolved.
- Identify current strengths and positive aspects that need to be nurtured to enable stronger growth in performance and culture.
- Identify areas that require future support and enable you to prioritise and target resources appropriately.
- Create the opportunity for staff to identify and convey safely what they think would improve performance, impact, and culture.

Our Diagnostic Evaluations typically involve:

- ◆ **Focus Groups** – facilitated small group discussions that enable large amounts of information and experience to be gathered rapidly.
- ◆ **One-to-one interviews** – to gather information in sensitive or complex situations.
- ◆ **Personal Statements** – short, confidential written accounts to capture experiences that may be difficult to raise in a focus group or one-to-one discussion.
- ◆ **Stakeholder Conversations** – one-to-one discussions with senior staff or partners to gather supplementary data on organisation or team relations.
- ◆ **Data Analysis** – a strong visual representation of the data using a range of graphics as well as powerful direct quotations from contributors.
- ◆ A **Confidential Report** supported by a comprehensive Executive Summary for participants.
- ◆ A **Presentation and Q&A session**.

We have experience of a range of listening processes and diagnostic evaluations; these include large and small cases and situations that have been the focus of high-profile public and media scrutiny.

Please contact us for an informal and confidential conversation

Email: info@turningmoment.co.uk

www.turningmoment.co.uk