

## OVERVIEW

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### WHAT IS THE OPTIMAL PERFORMANCE APP?

OPA App is an online data collection and feedback system designed to facilitate the process of shaping competencies and organizational culture. It acts as a simple, efficient platform for ongoing, on-demand collection of situation- or objective-specific individual assessments and for planning individual improvement efforts. The system is well-suited for over-time monitoring and feedback with any desired frequency, and with flexible selection of participants, targeted competencies, expectations, or organizational values.

OPA App can be implemented in any environment where a focus on development of individual skills and team/organizational culture is essential, such as in workplace employee development, workforce preparation in community colleges or other programs, in college athletics or professional sports, and in leadership formation.

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### WHY IS OPTIMAL PERFORMANCE ASSESSMENT IMPORTANT?

Optimal Performance theoretical framework recognizes that nobody is perfect and that each person has different strengths and weaknesses, and that we all struggle at times in our quest to put individual, team, or organizational goals and expectations into action amid the real-world challenges.

Optimal Performance formative assessment of the performance of individuals within a team/group or organization (individual employees, athletes, students, and so on) uses a 180-/360-degree approach. It collects and compares a self-assessment of an individual with assessments of the same individual completed by one or several of their mentors (coaches, supervisors, or leaders).

OPA instruments designed by IEE standardize assessment and development efforts by capturing what the team/organizational goals and expectations for individual performance should look like, sound like, and feel like in real-life practice. Each assessment instrument identifies a range of most typical behaviors for each of the norms or expectations that apply across the team/organization.

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### HOW DOES OPTIMAL PERFORMANCE ASSESSMENT WORK?

Mentees (employees/athletes/students) gain clarity about the team/organizational norms and their own ability to meet them through regular review and benchmarking of the concrete behaviors that are expected of them. Mentees apply insights from reflection on past behavior to planning for concrete efforts or actions they need to do differently or better going forward.

Mentors (supervisors/coaches/faculty/leaders) assist with shaping mentees' accurate self-knowledge about their abilities and their performance in the actual context of specific team/organizational goals and expectations. Mentors strengthen the feedback by providing examples of what each target competency looks, sounds, and feels like in action. They also guide how mentees practice the skills needed for performance growth.

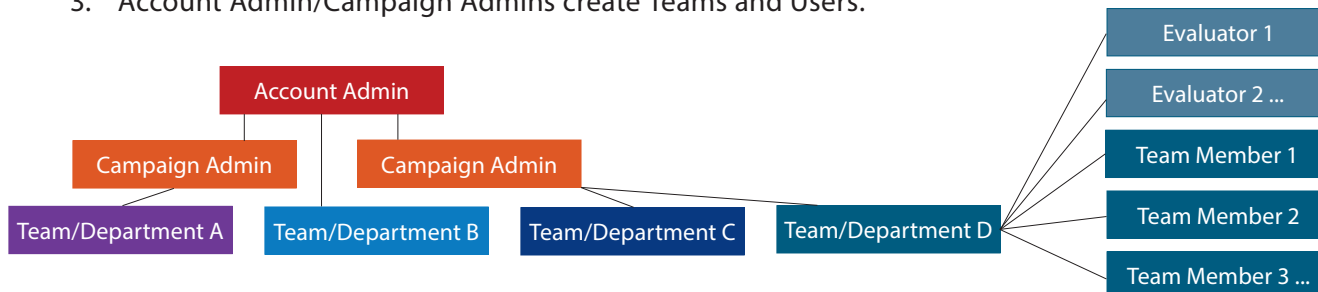
By engaging in the OPA process, mentees learn to implement targeted behaviors intentionally and in a way that matches expectations, circumstances, and their individual capabilities. Leaders and mentors ensure consistency across the team/organization in formation of mentees' attitudes and skills, and in shaping organizational culture. By focusing on growth towards optimal performance rather than perfection, the OPA process helps build up morale and ensures consistent focus on excellence with integrity within the team/group/organization.

# OPTIMAL PERFORMANCE™ ASSESSMENT

## OPA APP AT A GLANCE

### STEP 1: SETUP — ACCOUNTS, TEAMS, AND USERS.

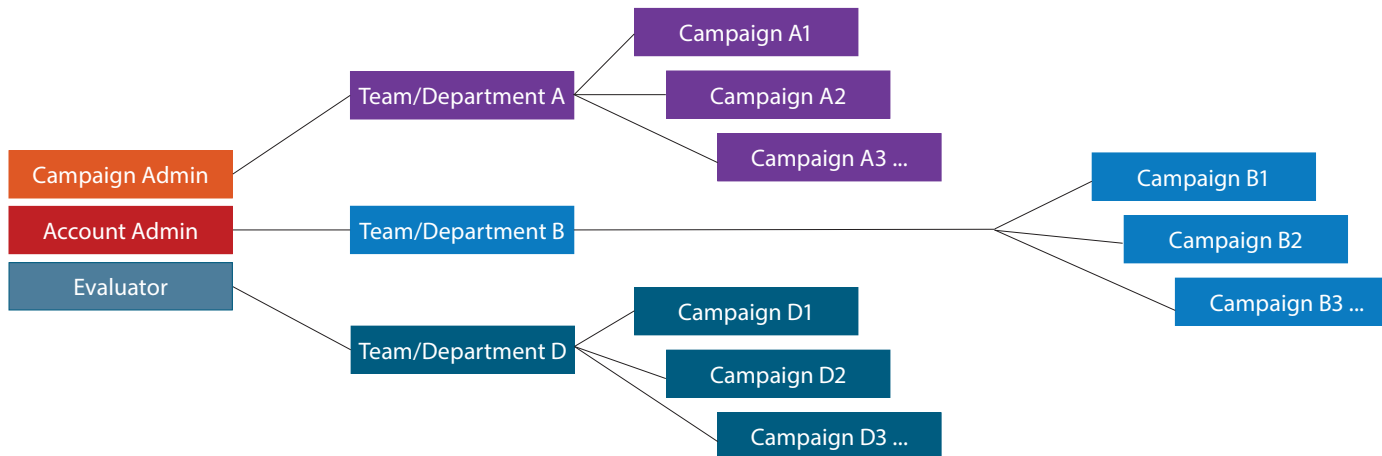
1. IEE creates organization's Account and assigns Account Admin.
2. Account Admin creates Campaign Admins, or performs #3 themselves.
3. Account Admin/Campaign Admins create Teams and Users.



### STEP 2: ASSESSMENT — CAMPAIGNS

A Campaign is an assessment of individual *Team members*, on a specific *OPA Topic*, for a specific *Performance Period*—by both a team member and their Evaluator (mentor/coach/manager/leader).

1. Campaign Admin/Account Admin/Evaluator creates and runs a campaign by selecting
  - Team (or individual members on a team),
  - OPA Topic,
  - Performance Period, and
  - Campaign Start/End Dates.
2. Each Team Member receives email with invitation url and completes their self-evaluation.
3. Each Evaluator receives email notification, logs in into the system, and completes evaluation of each team member listed on the Evaluations tab.
4. Evaluator reviews and prints a report for each team member.



### STEP 3: FEEDBACK — REFLECTION AND DEVELOPMENT

Evaluator (Mentor/Coach/Manager/Leader) meets with their mentees to review the results, make a plan for performance improvement, and schedule follow up steps.