

# Evaluation Report

## Effective Leadership & Simulation Drucker School of Management

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The following evaluation report summarizes the survey feedback received from participants of the two Effective Leadership & Simulation workshops provided by LeAD Labs on November 8 and November 13, 2021, for Professor Katharina Pick's MBA courses in the Drucker School of Management at Claremont Graduate University.

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Effective Leadership & Simulation Workshops Overview	
<b>Webinar</b>	The workshops began on Zoom where Dr. Becky Reichard gave a webinar about an introduction to effective leadership behaviors using LeAD Labs' 6PLeadership Framework.
<b>Leadership Simulation</b>	Groups were assigned to a LeAD certified coach and transitioned to a separate Zoom where they engaged in the leadership simulation. The simulation was recorded and observed by the coach on key virtual leadership behaviors aligned with the 6PLeadership Framework. Afterward, leaders were given a self-reflection worksheet evaluating their own behaviors during the simulation to complete over a short break while coaches reviewed the recording.
<b>Video Debrief + Coaching</b>	Using the video recording as a supplement to feedback, coaches facilitated a discussion on effective leadership behaviors. After the coaching debrief, leaders rejoined the full group for a final debrief with Dr. Reichard and closing remarks.
<b>Feedback</b>	Before rejoining the full group for the final debrief, Drucker leaders were asked to complete an online feedback survey, which asked quantitative and qualitative questions about their experience with the workshop and each of its components. 25 of 27 participants completed the feedback survey, a 93% response rate. This report is a summary of their responses.



## Overall Findings

The table below provides the overall means for each component of the workshop. These are based on participant ratings of agreement to a series of related statements.

Overall Items	4.49
Simulation	4.29
Video Debrief	4.38
Coaching	4.59

"[A] fun experience to apply leadership skills and behaviors."

The feedback survey asked participants to rate their agreement from 1 (strongly disagree) to 5 (strongly agree) on statements that targeted the workshop in general. The table below includes each statement, their respective averages, and the percent of respondents that agreed or strongly agreed.

Overall Item	Average	Percent Agreement
Today's activities motivated me to want to develop my leadership skills.	4.56	92%
Today's activities stimulated my thinking about my leader behaviors.	4.52	92%
The 6PLeadership Framework helped me understand dimensions of effective leadership.	4.40	92%
I would recommend today's activities to future Drucker students.	4.48	88%

Based on the above, the majority of Drucker leaders found the workshop to be a positive experience. Improvements noted by participants centered allowing more time for various components, from reading their roles, to the simulation discussion, and , most frequently, more time for feedback from the coach.

"This was a very good exercise that maximized my learning outcomes during the short time we spent."

"[I] gained self-awareness about how I interact with others."



## Leadership Simulation & Video Debrief

The feedback survey also asked participants to rate their agreement on statements that targeted the small-group leadership simulation discussion and the subsequent video debrief with the team's LeAD certified coach. The overall average is provided in black and then broken down. The table below includes each statement, their respective averages, and the percent of responses that agreed or strongly agreed.

Leadership Simulation Item	Average	Percent Agreement
Completing the self-assessment of my leadership behaviors after the simulation increased my self-awareness.	4.48	92%
The simulation provided realistic opportunities to demonstrate my leadership skills and abilities.	4.44	88%
I understood my role in the simulation.	3.96	72%
Video Debrief Item	Average	Percent Agreement
Including the video in the debrief significantly enhanced the benefit of the debrief.	4.40	84%
Viewing the simulation video with my group increased my self-awareness.	4.36	84%

The majority of participants agreed that the simulation and subsequent video debriefing was a success. Several participants noted that the video debriefing was the most useful part of the session (N = 8).

Very few participants noted that they did not have enough time to read their materials nor receive enough information prior to the simulation, which was an improvement from last year. After this feedback in 2020, LeAD Labs shortened the participants role descriptions to accommodate time and more instructions were provided about the simulation.

"I really loved how I was able to take a retrospective look on the meeting that had taken place and be able to analyze what was done and said. I really learned a lot about what I can do to improve my own leadership skills."

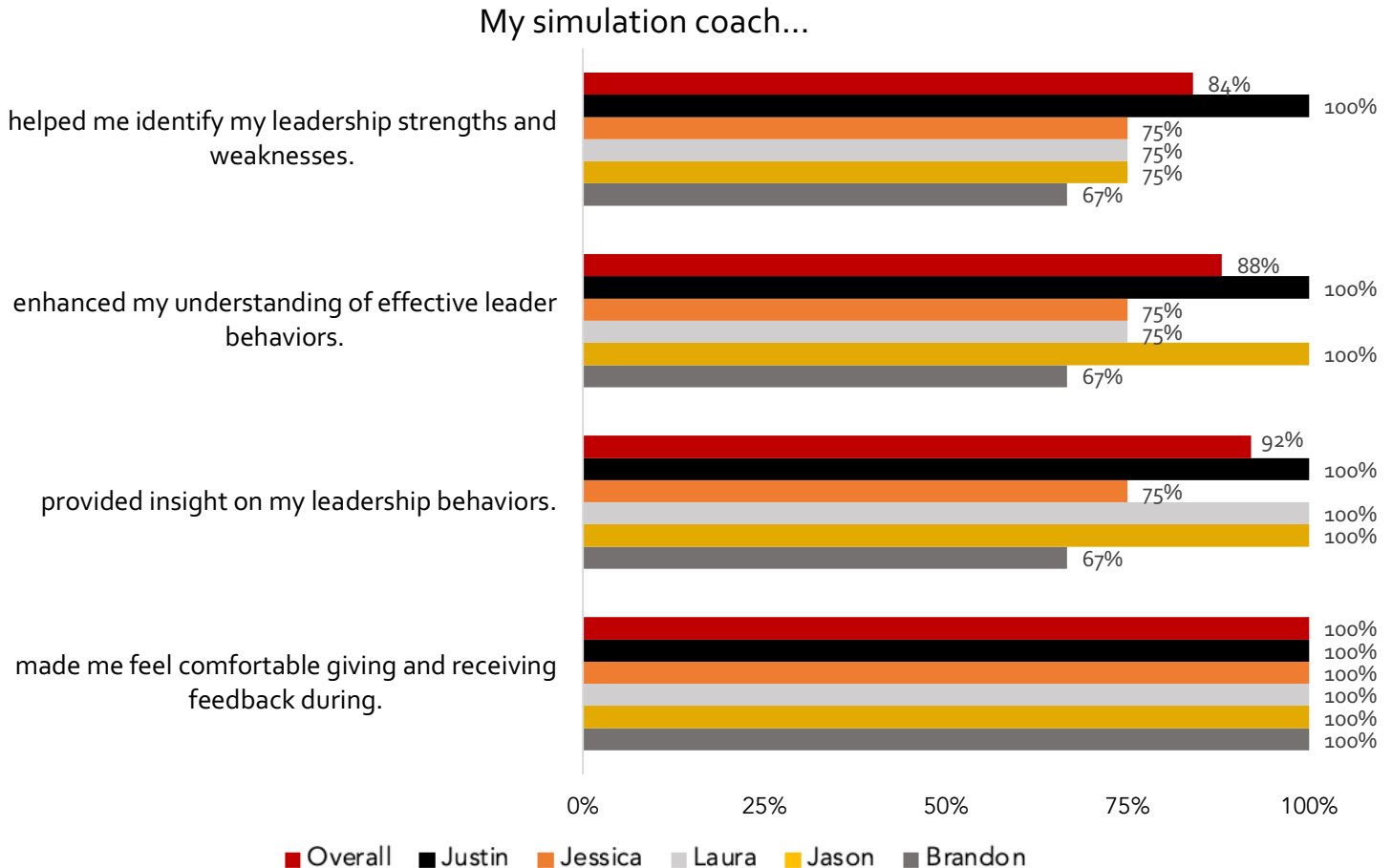
"I loved that we got to review what happened in the discussion to actually see what actions we took rather than trying to rely on memory. The questions were thought provoking and [my coach] provided great feedback and support."

"I really like the collaborative and encouraging energy within the discussion. This allowed me to step back and think about my own personal leadership style."



## Coaching

Each coach was rated on their performance by the leaders in their group. They indicated their agreement to each statement from 1 (strongly disagree) to 5 (strongly agree). The figure below displays participants percent agreement with each statement, both overall (in red) and broken down by each of the 5 coaches.



**Justin's** group member: "Our coach was positive, provided great insight, and made me feel comfortable to participate. He created a great environment and guided us in reflection."

**Jessica's** group member: "I thought that the Leadership Coach's feedback was the most helpful."

**Laura's** group member: "Loved Laura's feedback, and I felt that she was very responsive and is a good role model in her empathetic nature and personality."

**Jason's** group member: "Valuable outsider feedback from a person who is very knowledgeable and truly made me realize things that I wouldn't otherwise, while giving tips and tricks that could be used in some specific situations."

**Brandon's** group member: "My coach was exceptional in his role and was professional, cordial, welcoming, and encouraging."

91%

of respondents agreed or strongly agreed to all coaching statements, making it the highest-rated component of the workshop.

