

SHANNON & MANCH STATE-OF-THE-ART UPWARD REVIEW PROGRAM

Shannon & Manch is the pioneer in the development of upward review programs designed to improve management performance, enhance leadership skills, retain top talent, and increase firm-wide efficiency.

OUR INNOVATIVE PROGRAM

Shannon & Manch is one of the few experienced consulting firms that can assist law firms in offering confidential, developmental upward review processes of supervisory lawyers. Utilizing our robust web-based, confidential survey functionality, we assist firms in implementing and managing this important mechanism for gathering feedback on the supervisory and leadership skills of senior lawyers. Upward reviews give associates the opportunity to evaluate and provide input on the management and leadership performance of partners with whom they regularly work—giving your firm invaluable information that aids in client satisfaction.

CUSTOMIZED REVIEW OF SUPERVISING LAWYERS

The following are the components of our unique upward review program designed to produce results not only on individual performance, but on overall firm productivity and profitability:

- Clear objectives and a well-articulated communications plan for associates.
- Psychometrically-sound survey instrument and reports measuring specific supervisory competencies.
- Training for those giving feedback to the supervisory lawyers.
- Follow up coaching and other developmental support to assist supervising lawyers in their efforts to hone skills.

ADVANTAGES OF OUR UPWARD REVIEW TECHNOLOGY

- Save time and reduce costs with our 100 targeted pre-tested questions (Firms to select up to 40).
- Increase participation and feedback through our highly researched psychometric survey questions and online interface.
- Effectively target training dollars at the individual and firm-wide level through our core competency based supervisor reports.
- Monitor participation around-the-clock through our robust online portal.

	Never	Sometimes	Often	Nearly Always	Always	Not Applicable
1. Gives clear instructions, including a description of the desired outcome of the work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Delegates a level of responsibility consistent with skill level/experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Provides the background information and context needed to do the work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Is sensitive to overall workload when delegating new tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CONTACT US

Fostering a culture of learning and development is a key element to your firm's success and long-term viability. We look forward to working with you to achieve your firm's strategic performance appraisal objectives.

NATIONWIDE CONSULTING SERVICES

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