

Steps to Your Servant Shepherd Leadership Indicator Profile

Welcome,

Servant Shepherd Ministries is delighted to provide you with the only biblically-based 360 leadership profile. Your SSLI profile is generated through a totally web-based process. That means that you will complete your Self assessment by logging onto a website with your own special passkey. Your raters will complete their confidential assessment the same way. The entire process can be completed in a matter of days, regardless of where your raters are located. However, most profiling processes take 2-3 weeks to allow sufficient time for all raters to respond.

How the Profiling Process Works

1. *The first step is to select your prospective raters and compile a list of their email addresses.* These must be people with whom you work closely and who know how you lead. Typically they are comprised of direct reports, peers, board members and the person to whom you are most accountable. Your feedback will come from “all points of the compass”. Hence, 360 feedback. Make sure you have their correct email addresses, as you will email them instructions and passkeys, as explained in step 4 below.

Identifying raters by category. There are 5 rater categories: Self, Superior, Direct Reports, Peers, and Board Members. *Self* refers to your own self-assessment. *Superior* refers to the one person to whom you are most accountable, such as a board chairman, senior pastor, etc. *Direct Reports* are those people who report to you directly, such as staff members, lay team members, etc. *Peers* are those people on the same organizational or supervisory level, such as fellow staff members, or fellow team members. (Senior pastors typically do not use this category. However, it can be used for anyone that does not fit in the other categories.) *Board Member* refers to elders, deacons, presbytery or other leadership councils.

In determining how many raters to select, consider the following. All rater assessments, except your own scores and those of your manager/superior, will be reported as averages of scores in their designated rater category. Therefore, there must be at least 2 raters for the category of Peers and Board Members. And there must be at least 3 raters for the Direct Report category. Your “superior’s” feedback will not be anonymous and they will be so informed when they begin the feedback process. If any rater category lacks the minimum number of raters, their scores will be combined with another category. It is best to request more than the minimum number of raters in each category, except superior, to ensure that a minimum number actually respond. Normally, leaders request feedback from a total of 12-15 raters. Too few and you will not have a representative sampling of those you lead. The more raters you have the greater the quality of your feedback. Two or three people in each category may not be representative of how your followers view your leadership practices.

2. *Next, inform those you have selected about your plans to request their confidential and anonymous feedback.* Let them know that shortly they will receive an email with simple instructions and their own passkey for logging onto the website where they will complete a 74 item questionnaire. It should take them 25-30 minutes. When they logon, they will be asked to designate a rater category. It is important that you also let them know which of the five rater categories you expect them to select. To avoid confusion and to insure that your data is

categorized correctly, it is strongly suggested that you provide them a written confirmation of which category to designate.

3. *Third, provide your SSLI coach with the following information:* Your name, the name of your church or organization, your email address and regular mailing address, and a cut-off date by which you are requesting your raters to complete their feedback.
4. *Complete your Self assessment.* Your SSLI coach will send your request for an SSLI profile to Servant Shepherd Ministries and The Booth Company. The Booth Company provides the web-hosting for the profiling process. They will send you complete instructions for logging onto their website and completing your own self-assessment. Their web address is <https://boothco.com>
5. *Send passkeys and instructions to your raters from the Booth website.* Included in the instructions from the Booth Company will be directions for logging onto another portion of the website to send complete instructions and passkeys to all your raters. It is on the website that you will enter the email addresses of those providing feedback. While entering their email addresses, you will also have a chance to send a note to your raters requesting their feedback by the pre-established cut-off date. You can edit the note if you choose, or you can elect to send the generic note. By editing this note you can remind your raters which rater category you expect them to select.
6. *Check on progress of your raters.* After completing step 5, there is nothing more that you must do. However, if you would like to keep a tab on the number of completed questionnaires, you can use another link to the Booth Company website (provided in your original instructions) to check on the status of completed surveys. If all your raters respond before the cut-off date, you can notify your SSLI coach or the Booth Company to score and send your report.
7. *Obtaining your SSLI profile.* When all raters have completed their assessments, an electronic copy (a pdf file) of your report will be sent to your SSLI coach, unless special arrangements have been made earlier to have the report come directly to you. Your SSLI coach will schedule a time to review your 40+ page results and discuss their implications.

Please note: If too few raters have completed their assessments by the cut-off date, request your SSLI coach or the Booth Company to extend the deadline far enough to allow most of your raters to respond.

8. *Your SSLI coach will see that a copy of *The Servant's Guide to Leadership*, by Rich Rardin, who also developed the SSLI, is sent to you.* This 300 page paperback explains the biblical model on which the SSLI is based. And the narrative section of your SSLI profile is keyed to relevant chapters of *The Servant's Guide to Leadership*. You may find it helpful to read Rardin's book while waiting for your SSLI profile to be completed.
9. *For assistance.* Please contact Rich Rardin in Newtown, CT. (203-426-2377 or RRardin@juno.com)
10. *Costs for Your SSLI Profile.* The standard cost of an SSLI profile is \$175, including a copy of *The Servant's Guide to Leadership*.