MSF linked to Denison culture model

By Lori Spiegel, DDC Command Affairs

Beginning in January 2005, all DLA supervisors were required to participate in Multi source Feedback (MSF). Since then, 19 of the Defense Distribution Center's (DDC) 26 distribution centers have participated in the program, with another seven centers scheduled to participate in the third quarter of 2006.

MSF is a process of providing anonymous, questionnaire-based feedback to supervisors from co-workers, employees, and managers on leadership behavior. It is often referred to as "360 degree feedback" and the tool is linked to the Denison culture model.

The supervisors being assessed, invite all direct reports, up to five peers, and a boss to rate them. They also complete a self assessment. The completed surveys are mailed directly to Denison by the participants or submitted electronically to safeguard the anonymity of the raters.

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The surveys are analyzed and a report is produced, which is then delivered to the participants for use during a video teleconference or live broadcast feedback session. The feedback session is designed to help the participants understand the results and select two areas for individual growth and development.

Supervisors who are currently part of the DLA New Supervisor Certification Program will be participating in MSF at varying times throughout the next two years. These supervisors will participate in MSF two times—at the end of their first year of certification and again at the end of their second year of certification.

The results of the MSF are then shared by each new supervisor with an executive coach. Together, they develop an action plan that becomes the foundation of second year developmental activities.

"Ultimately, this tool can help develop better supervisors and leaders, thus influencing our culture and climate," said Paula Kluczynski, DLA Training Center Tier II program manager.

For more information about the DLA plan for MSF, contact Mary Morrison, DDC Liaison at DLA HQ, at mary.morrison@dla.mil or Harley Mills, DLA Human Resource Center,