

Leadership

The leadership category examines how the organization's senior leaders address values, directions, and performance expectations as well as a focus on customers and other stakeholders, empowerment, innovation, and learning. Also examined is how the organization addresses its responsibilities to the public and supports its key communities.

Second Self-Assessment

Findings - Leadership

Strengths

- + Use of Balanced Scorecards.
- + Implementation of Day 1 and Day 2 initiatives.
- + Implementation and/or continuation of initiatives supporting the Intellectual Property Community

Opportunities for Improvement

- Improving trust between employees/unions and management.
- Sharing accountability for Agency performance at the senior leadership level