# TALENTONIC HR SOLUTIONS

**talentonic**

# BOARD EVALUATION

*Enhancing Board Engagement Through External Evaluation*

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## BACKGROUND

An IT services company was facing challenges of low engagement in their board evaluation surveys. Despite the critical insights these surveys could offer, the company struggled to garner meaningful participation from its Board members who found the manual process of excel sheets tedious.

## APPROACH

We made the following changes:

1. Moved the evaluation to a digital platform that also enabled Board Members to respond from their tablets, or phones.
2. Reworked the the questionnaire to be shorter, sharper and introduced open ended questions
3. Introduced Director Reports where each Board Member received meaningful feedback from peers on their strengths and suggestions for change.
4. Our team collaborated with the Company Secretary team to send out reminders, address questions and ensure 100% completion.

## RESULTS

Through these efforts , the survey achieved an impressive 100% response rate and very meaningful open ended feedback from the Board. This provided invaluable insights into the Board's functioning, revealing specific suggestions for improvement and exposing previously unheard feedback.

## IMPACT

- **Board Evaluation Process:** An externally run process ensured confidentiality, technology enabled ease of responses and asking the right questions ensured meaningful feedback

- **Director Engagement**: Board members were very pleased to receive reports that helped them understand how their engagement style was adding value to the Board.

- **Clear Next Steps:** For e.g. succession planning conversations were scheduled, the Board agreed they needed more diversity in composition and the CEO was asked to join the NRC committee



## MANAVI DHAWAN-GUHA

Partner, Talentonic

*"For over 6 years, our company has been improving the effectiveness of Boards accross industries. Boards are made up of Leaders and asking the right, thought provoking questions and drawing insights from feedback, thats what we do best"*