

To ensure the effectiveness of their programmes, The Compassionate Leadership Academy has developed CLA Insights, in partnership with the behavioural science and cultural analytics experts MindAlpha.

MindAlpha specialises in organisational diagnostics using a combination of behavioural science and data science to deliver precise analytics which will allow users to measure the impact of a programme and to tailor it for optimal results as it the programme proceeds.

MindAlpha's team has over thirty years of experience building predictive models and advanced evaluation metrics for complex issues. They have created a bespoke metric for the CLA Healthcare programme which is designed to precisely measure the impact of the programme and to fully align it with the needs of the users.

MindAlpha specialises in models which operationalise hard to measure concepts such as wellbeing, psychological safety and inclusion. This is done by identifying specific, observable behaviours which predict these factors. Because the behaviours are observable, rather than emotion based, it allows them to be accurately mapped and changed where appropriate.

CLA Insights is built using a sophisticated factor reduction methodology based on rigorous statistical techniques and validated on significant data samples. Specific, observable behaviours which characterise the Compassionate Leader are measured and mapped at three monthly intervals, allowing the facilitators, participants and management teams to see exactly where progress is being made and where further support is required.

CLA Insights accurately measures the core components of Compassionate Leadership and nothing else and has been tested for construct and content validity. The methodology used to build CLA Insights is "input agnostic" which means issues such as evaluative bias are eliminated. It creates a balanced picture of a participants behavioural leadership preferences which helps the participant select the response most aligned with their underlying personal preference, rather than the response they think others want to see. This not only helps the facilitators and programme leaders measure the impact of the programme and tailor it for optimal results, it also increases self-awareness among participants and helps them make the most of their Compassionate Leadership journey.

Responses are collected via a ten-minute survey, conducted every three months, and the results are delivered in a detailed report which can also be accessed via an interactive dashboard. This allows users to view the impact in real-time across a wide variety of demographics.

The CLA Insights element will allow the programme leaders to baseline the existing culture and map levels of staff motivation and wellbeing across the organisation. Each cohort survey is compatible with future surveys, which not only allows us to measure the impact the CLA Healthcare programme is delivering, as it progresses, and to identify specific groups who may need further support, but also to inform future programmes and encourage co-learning and the sharing of best practices. The insights gained will allow the programme to develop and improve with great agility to ensure that the cultural journey is complete.