

# MANAGER COMMUNICATION CONFIDENCE DIAGNOSTIC

This diagnostic measures how effectively your organization prepares first-line sales managers (FLSMs) to communicate sales compensation information to reps.  
 Name and Company: \_\_\_\_\_

		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
Understanding Compensation	1. I understand the case for having us, the sales managers, communicate the compensation plan to our reps.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2. I can effectively explain our sales organization's compensation philosophy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3. I can effectively explain how variable pay is earned. I understand the thresholds and can explain any relevant rules and policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4. I can explain how pay increases are decided, how policies are interpreted, and how the pay system is administered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	5. I can explain how and why different people are paid according to different scales and or plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Compensation Tools	6. The best information on how to communicate sales comp comes through official "broadcast" channels (e.g., newsletters, e-mails).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7. The best information on how to communicate sales comp is through unofficial interactions (e.g, other managers, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8. The best information on communicating sales comp comes from the formal training we receive (e.g., presentations, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employing Communications	9. I am able to effectively communicate and answer questions about sales compensation with reps.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10. I am able to positively influence rep perceptions around whether or not the compensation system is fair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	11. Reps receive enough communication about sales compensation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12. In case of any questions about attainment, crediting etc., the compensation department can be relied upon to resolve any issues in a fair and equitable manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	13. If reps demonstrate the right behaviors then the compensation plan will reward them appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>