



## **Professionals' Habit of Responsiveness is Critical to Their Individual & Team Success ShadowmatchUSA Finds**

*ShadowmatchUSA has found responsiveness is the behavior that is most often noticed in professionals by their peers, managers and senior leadership. Its behavioral benchmarking tool can help make teams more successful.*

Dallas, Texas ([PRWEB](#)) September 12, 2013 -- After conducting thousands of [behavioral benchmarking](#) assessments, ShadowmatchUSA has found responsiveness is the behavior most often noticed in professionals by their peers, managers and senior leadership. Data also suggests the habit in individuals is increasing due to the demands of today's society and business pace brought upon by technology.

"Over the past year, the results we have seen include an average habit of responsiveness 'scores' above 55 in terms of intensity, which puts it into the range of 'Strong' Habit for a team. Compared to the average of all the other habits combined: at almost 12 points higher, responsiveness is considerably more intense than other habits," says Adrian Wood, vice president of [Shadowmatch](#).

Responsiveness, as Shadowmatch defines it, is the behavior of acting immediately and directly when a task or situation presents itself. People with strong responsiveness habits will always want to take action, sometimes regardless of the priority. Absent of the habit, people will prefer to prioritize and postpone what they deem to be not immediately critical.

"The Citrix culture is focused on helping employees feel free to work and be productive whenever, wherever and however they choose. We used the Shadowmatch tool to evaluate employee work habits, and see how we might further improve the employee work experience," said Brandy Fulton, VP of HR Operations at Citrix. "Based on our team's Shadowmatch results, it is obvious that responsiveness is a habit in successful employees that is even more critical in business today. With the high volume of correspondence and the 24/7 nature of work, there's a very real risk inherent in allowing responsiveness to be such a strong habit that employees and teams are not conscious of it. Urgency can overwhelm true priorities and undermine a responsive team's effectiveness."

Technology will continue to evolve. Business leaders and [HR professionals](#) should be looking at the overall responsiveness of their team compared to the demands of their environment to maximize business performance and team productivity. Effective managers will provide developmental tools and solutions so their teams will be successful.