

## S2P3-4: Manager Confidence Heatmap (Pilot Phase 3)

### Purpose:

Visual snapshot of how confident each manager feels running the engagement loop after completing a pilot cycle. Used to target coaching, identify internal champions, and confirm readiness for scale-up.

### Example Table

Manager	Team / Unit	Participation Confidence (0–10)	Discussion Confidence (0–10)	Action Logging Confidence (0–10)	Overall Confidence (Average)	Notes
Maria	CS – Team A	9	8	9	8.67	Can mentor other managers
Dean	Tech Ops B	7	5	4	5.33	Needs process clarity training
Tania	Sales North	6	8	7	7	Strong discussion skills, weaker participation
Reuben	Ops – Team D	3	2	3	2.67	Not yet ready for independent delivery
Joseph	Finance	8	7	6	7	Stable but could improve action logging

### How to use:

**Overall Confidence** = average of the three confidence scores.

Use green/yellow/red visual cues in the final version to make scanning easier.

Review in pilot governance meetings to prioritise support before rollout.

### What's Different from Phase 2:

Confidence ratings are based on actual pilot delivery experience, not theoretical readiness.

Uses three core engagement loop skills: participation drive, discussion facilitation, and action tracking.

Can be cross-referenced with S2P3-2 (Value Scores) to see if confidence aligns with actual results.

### Uses:

Identify potential mentors for other managers.

Direct targeted refresher training to low-confidence areas.

Sequence rollout so strongest managers lead the first wave.