1. ***Why are you updating the LCP report? The current report works just fine.***

   We're growing as an organization, so we're innovating the LCP product to better serve our leaders and coaches.

2. ***How can I access the new interactive LCP report?***

   For projects that run reports on or after June 5, 2023, go to the Order Details page and look for your leader's name in the List of Participants. Click the "View Interactive Report" button beside the participant's name. **View our how-to PDF for complete instructions.**

3. ***Do I have to use the new interactive LCP report? I like the old report and just want a PDF.***

   We encourage you to use the interactive report as it contains all the information needed for your debrief while elevating the leader experience. Legacy coach, graph, and participant report PDFs are still available by clicking the "Download Reports (ZIP)" button on the Order Details page.

4. ***What are legacy reports?***

   Legacy reports are PDFs of coach, graph, and participant reports formatted as LCP reports were prior to June 5, 2023, before the launch of the interactive LCP report.

5. ***Will projects completed prior to June 5, 2023, have interactive reports or legacy reports? If legacy reports, how long will they be available?***

   For projects completed prior to June 5, 2023, only legacy report PDFs will be available by clicking the "Download Reports (ZIP)" button on the Order Details page—and they will remain available for the foreseeable future. For example, let's say it's November 2023, and you need to look up an LCP report from March 2022. When you do so, you'll view the reports as legacy-formatted PDFs.

   Legacy projects may be reopened under special circumstances. Fees apply. Please contact your local Client Services team for full details.

6. *When will legacy report PDFs go away for projects completed after June 5, 2023?*

   Legacy coach, graph, and participant report PDFs on interactive LCP projects will no longer be available for download three months from June 5, 2023—so, by the end of September. After that, only the static PDF of the interactive LCP report will be available by clicking the "Download Reports (ZIP)" button on the Order Details page.

7. *How does this move to an interactive LCP report affect the debrief process?*

   The interactive LCP report follows our recommended debrief process, with some improvements. For example, comments are now at the beginning of the interactive LCP report instead of at the end. We are updating the Debrief Steps document presented in LCP certification to reference the interactive LCP report sections.

8. *I'm nervous about the change. How can I prepare to work with the interactive LCP report?*

   That's totally normal! Change can be scary. The best way to prepare is to review our updated Debrief Steps document and the interactive LCP report sections.

9. *Does this change also represent a change in the Universal Model of Leadership?*

   Not at all. The report still has the same data; it's just presented in a dynamic and easier-to-understand format.

10. *Does the new interactive report lose any existing report data?*

    No. Where the legacy report PDFs had siloed data sections, the dynamic interactive report migrates rater scores and raw data in conjunction with assessment questions and integrates the Interpretation Manual.

11. *Is the interactive report available in my language?*

    The interactive report is currently available in 19 languages. You may easily change languages by clicking on the language drop-down menu at the top of the page and selecting a country flag.

    The downloadable PDF version of the interactive report is available only in the language that the participant used when completing the self-survey.

12. *Does the interactive LCP report work well on all devices?*

    We've built the interactive LCP report with a responsive design that works on desktop computers and tablets. We'll be focusing on mobile responsiveness for the next release.

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13. *How does my participant get access to the interactive LCP report?*

    On the Order Details page, beside the participant's name, is a "Make Report Available to Participant" button. Click the button and the "View Interactive Report" button will appear on the participant's My Survey History page.

14. *What happens if I make a report available to a participant and then realize I gave them access too early?*

    No problem. Just go to the Order Details page, find the participant's name, and click the "Undo 'Make Report Available'" button. The "View Interactive Report" button will disappear from the participant's My Survey History page.

15. *How do I share the interactive LCP report with my participant?*

    Click on the "View Interactive Report" button beside the participant's name on the Order Details page. When the report opens, click on the "Share" button below the participant's name. A Share Report window will pop up. Click the "Copy" button to copy the report URL, and email the report URL to your participant.

16. *What happens when my participant clicks on the report URL link in the email I sent them?*

    The participant will be taken to the Project Center login page. After the participant logs in, the interactive LCP report will appear on the screen.

17. *What should the participant do if the interactive LCP report doesn't appear on the screen?*

    The participant should click the My Survey History tab, then click the "View Interactive Report" button.

18. *Why is my participant seeing the "Download Reports" button and not the "View Interactive Report" button*

    For participants to see the "View Interactive Report" button, the coach must click on "Send Report to Participant" in the Coach Portal or the individual overseeing the project in the Project Center must click "Make Report Available to Participant" on the Order Details page in the Project Center.

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19. *Can I download the interactive LCP report to my computer?*

    This is a tricky question. The simple answer is no, because the interactive LCP report is, by its very nature, interactive and dynamic. That said, a static PDF of the data from the interactive report is available for download to your computer or tablet.

    To download the static PDF, click the "Download PDF Report" button at the bottom of the first page of the interactive LCP report. This PDF is also included with the legacy report PDFs when you click the "Download Reports (ZIP)" button on the Order Details page.

20. *I see there's a video explaining the Leadership Circle Profile Model included in the interactive report. Should I play the video or explain this to my participant during the debrief?*

    Nothing compares to a personal conversation during the debrief. Please talk to your participant. We created the Description of the Profile section of the report (which includes the video) as prep for the participant prior to the debrief or as reference following the debrief. The coach decides how best to utilize this section.

21. *Do the graphics, videos, or interactive elements of the new report work differently over Teams, Zoom, or Google Meet? Do they update in real time or is there a delay?*

    The videos are housed on YouTube. Default settings will play the video and sound for Teams and Zoom meetings. If you experience a delay, it may be due to an unstable internet connection.

22. *Is the debrief flow the same?*

    Essentially, yes. We designed the interactive LCP report with the debrief in mind.

23. *Will group LCP reports be in the interactive LCP report format?*

    No. Group LCP reports will remain in the legacy report PDF format.

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