



Blue Sky Insurance

360 Degree Survey Feedback

Group Summary Report

Senior Manager

20/10/2000

Executive Summary

Respondent Group	Mean Rating	Std Dev
Peer	4.0	0.90
Self	4.1	0.66
Subord	4.3	0.74
Manager	4.3	0.64

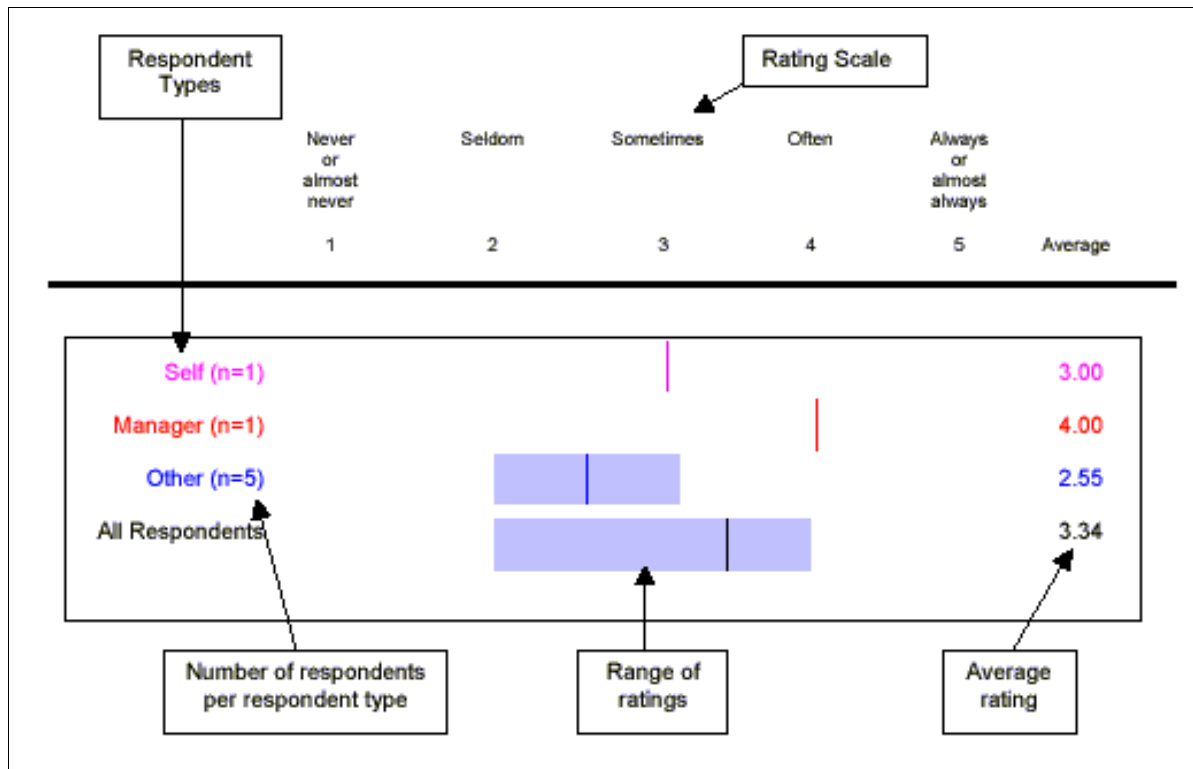
This report presents the results of the survey collated across the group.

Shown below are the mean ratings for each dimension across all respondents (excluding self ratings).

Competency	Mean Rating
1. Team development	4.3
2. Building customer loyalty	4.2
3. Building relationships	4.2
4. Decision making	4.2
5. Planning and organising	4.3
6. Coaching	4.2
7. Facilitating change	4.1
8. Leadership	4.1
9. Sense of urgency	4.2

Group Profile Match

This section shows the data from all participants in the group. Bar graphs for each dimension and its associated key behaviours show the percentage of participants with a gap in the indicated range. The dimensions are presented in the order of highest to lowest mean gap size.



This section shows the mean gaps over all respondents in the group for each dimension and its associated key behaviours.

The dimensions are presented in order of rated importance.

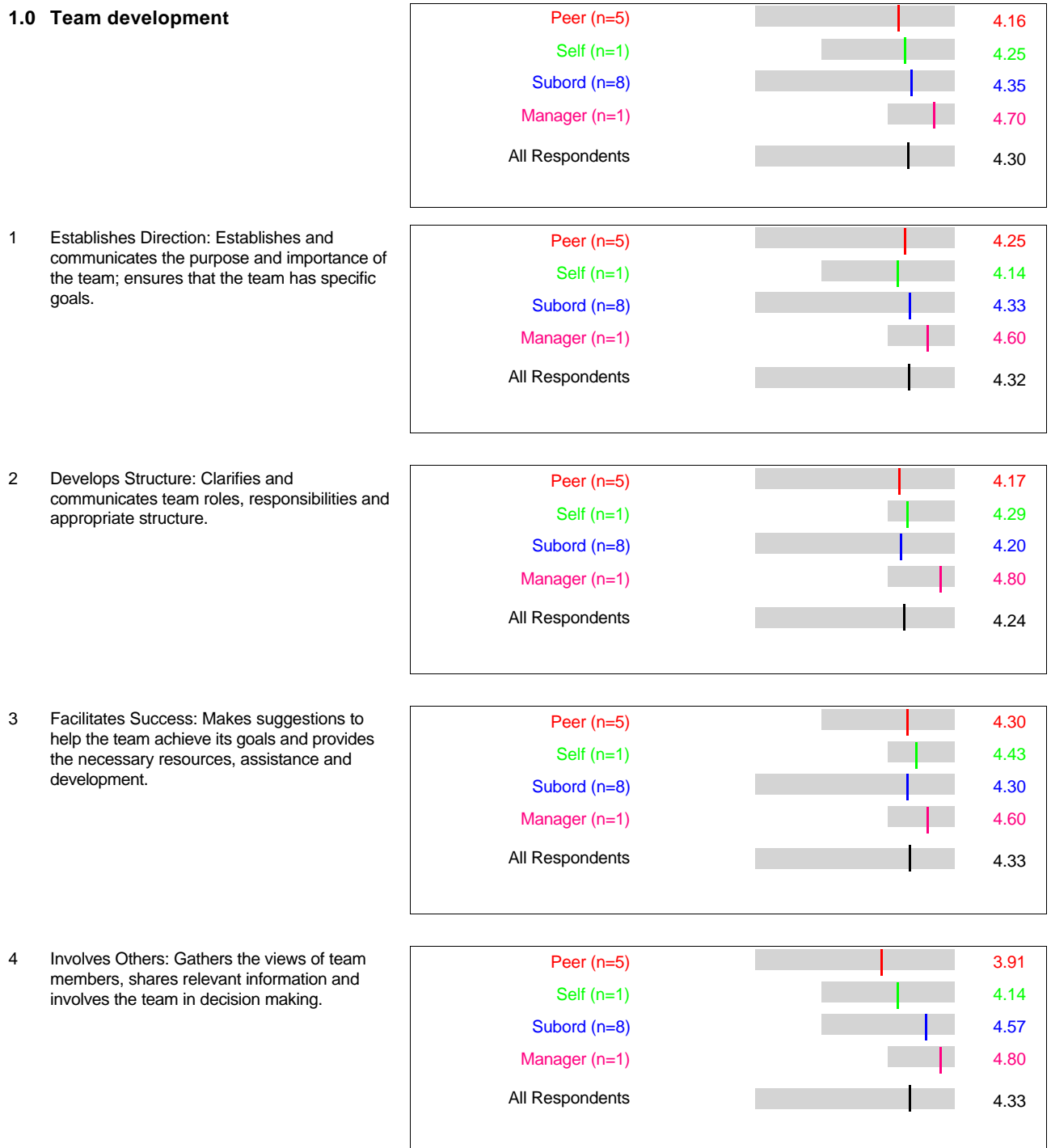
Group Profile Match

Level of Proficiency Current Job

Never or Almost Never Seldom Some times Often Always or Almost Always Average

1 2 3 4 5

1.0 Team development



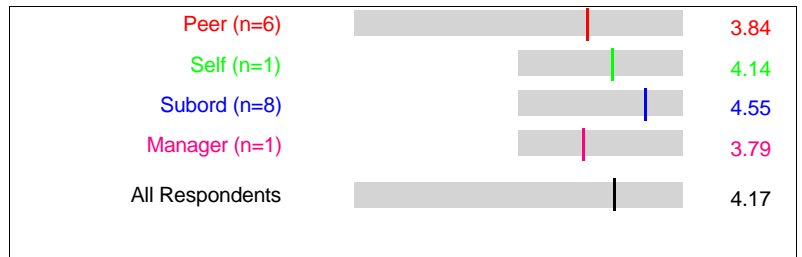
Group Profile Match

Level of Proficiency Current Job

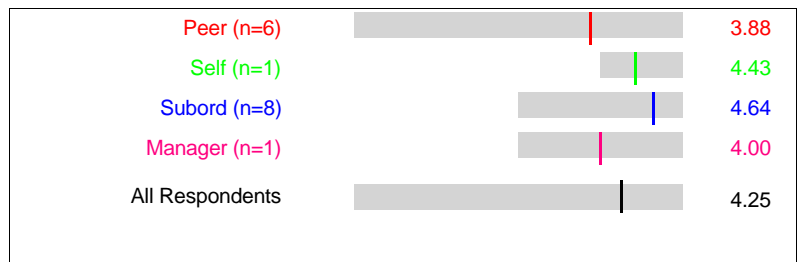
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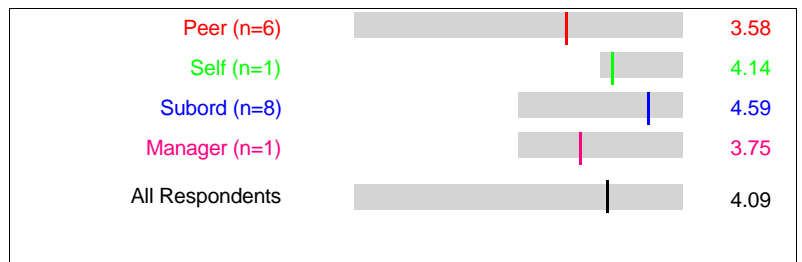
2.0 Building customer loyalty



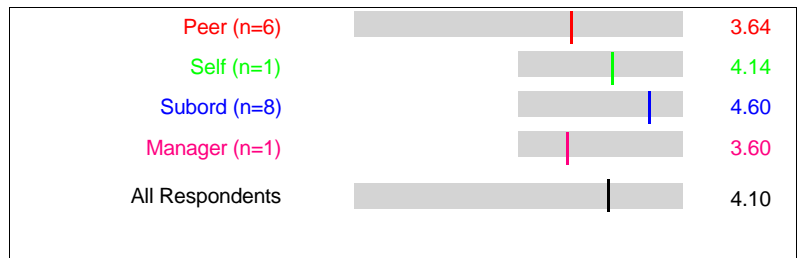
5 Understand Customers: Seeks information to understand customers' situations and needs.



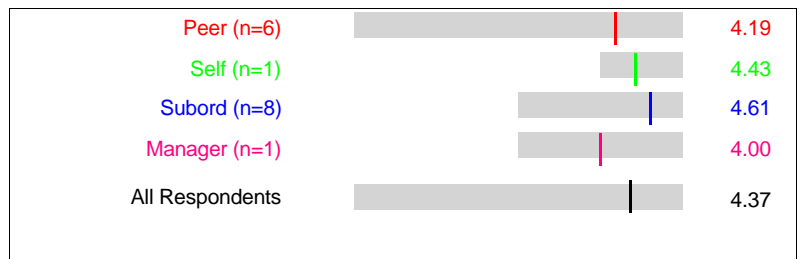
6 Educates Customers: Shares appropriate information with customers.



7 Builds Relationships: Builds rapport and effective relationships with customers.



8 Meets Needs: Responds quickly to meet customer needs and resolve problems; avoids making unreasonable commitments.



Group Profile Match

Level of Proficiency Current Job

