



Blue Sky Insurance

**360 Degree Survey Feedback**

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*Senior Manager*

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## Introduction

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This report contains the results of your multirater assessment process. It presents ratings of your performance in your present job by yourself and others with whom you work.

The report contains two sections:

- an Executive Summary
- Individual Profile Match (specific feedback on each of the behaviours from all raters)

## Summary

Shown below are the overall mean ratings of your proficiency by each group. Also shown are the standard deviations for each mean, indicating the variability of ratings around the mean. (The standard deviations for Peers and Subordinates show you the extent of agreement between respondents in each group)

<b>Respondent Group</b>	<b>Average Rating</b>	<b>Std Dev</b>
Peer	4.2	0.81
Self	4.5	0.55
Subord	4.1	0.84
Manager	4.6	0.50

The table below shows the average of your ratings for each dimension for all respondents (excluding your own ratings).

<b>Competency</b>	<b>Average Rating</b>
1. Team development	4.3
2. Building customer loyalty	4.3
3. Building relationships	4.2
4. Decision making	4.1
5. Planning and organising	4.4
6. Coaching	3.9
7. Facilitating change	4.2
8. Leadership	4.0
9. Sense of urgency	4.2

## Individual Profile Match

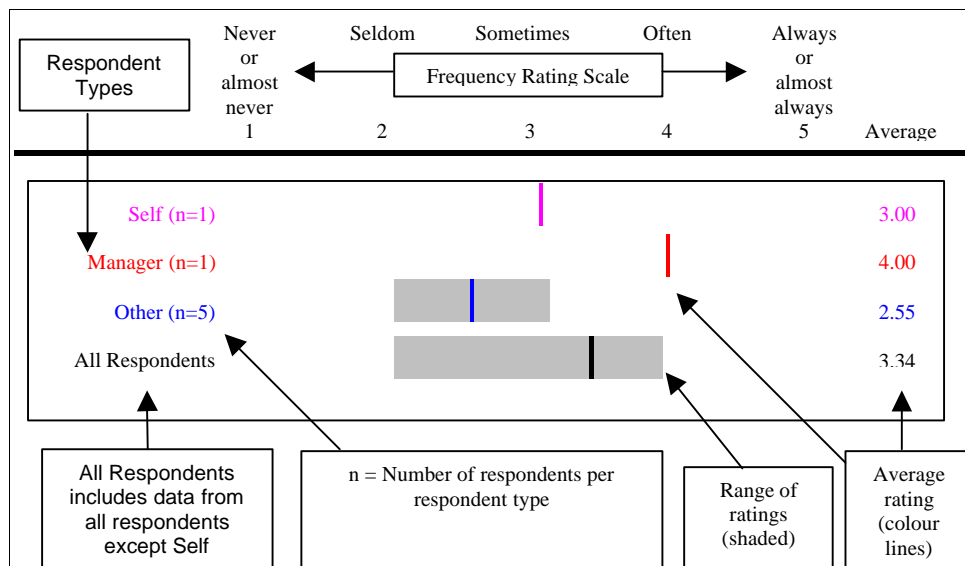
The Individual Profile Match compares your self-assessment with your colleagues' assessment of your proficiency for your present job.

The first part of the report shows the number of respondents in each category (self, manager, subordinates and peers).

The Profile Match presents the rated proficiency of dimensions and associated key behaviours on a 5-point scale.

The proficiency ratings are as follows:

- 5: Always or almost always
- 4: Often
- 3: Sometimes
- 2: Seldom
- 1: Never or almost never

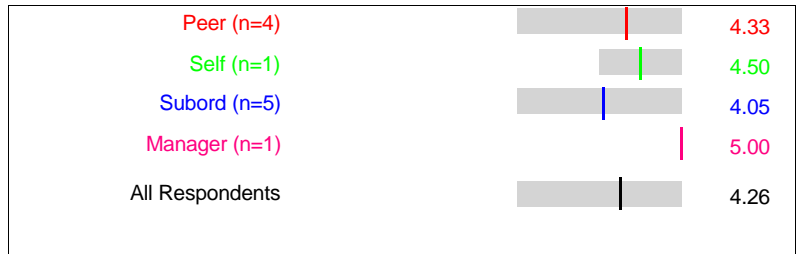


# Individual Profile Match

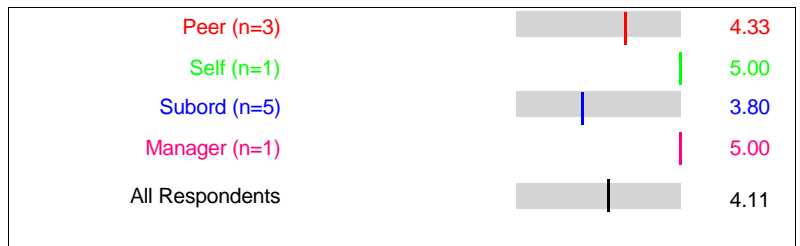
## Level of Proficiency Current Job

Never or Almost Never	Seldom	Some times	Often	Always or Almost Always	Average Rating
1	2	3	4	5	

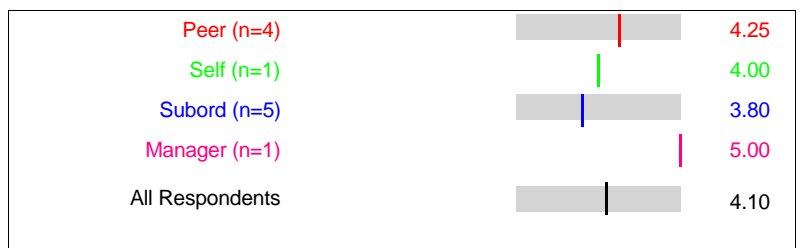
### 1.0 Team development



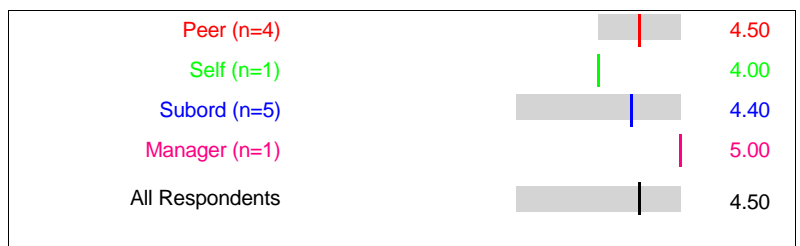
1 Establishes Direction: Establishes and communicates the purpose and importance of the team; ensures that the team has specific goals.



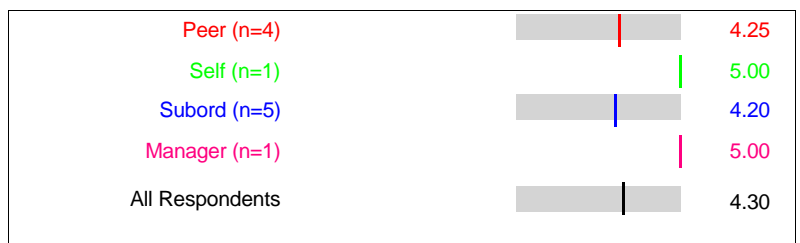
2 Develops Structure: Clarifies and communicates team roles, responsibilities and appropriate structure.



3 Facilitates Success: Makes suggestions to help the team achieve its goals and provides the necessary resources, assistance and development.



4 Involves Others: Gathers the views of team members, shares relevant information and involves the team in decision making.

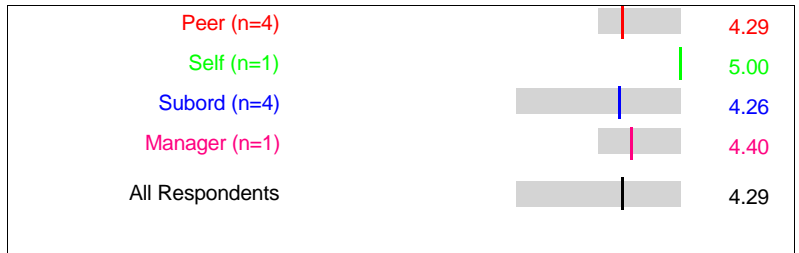


# Individual Profile Match

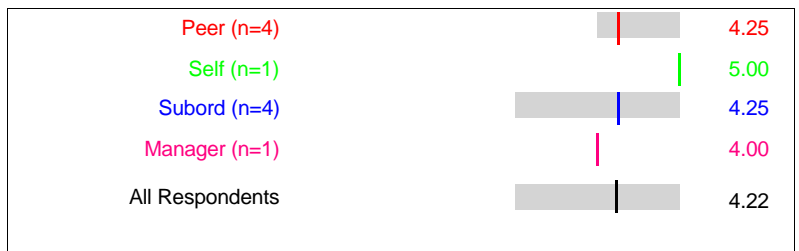
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### 2.0 Building customer loyalty



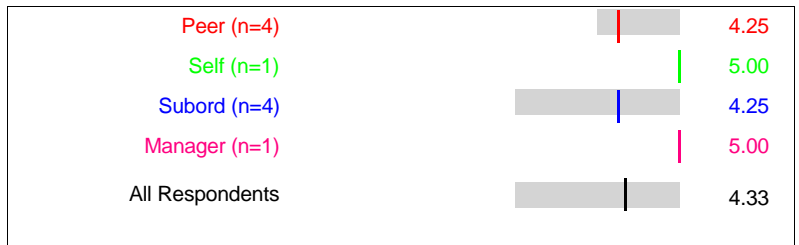
5 Understand Customers: Seeks information to understand customers' situations and needs.



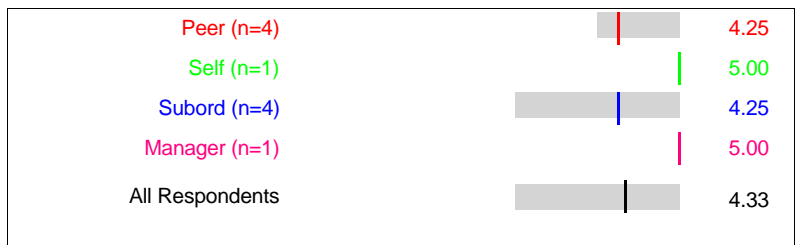
6 Educates Customers: Shares appropriate information with customers.



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.



## Individual Profile Match

### Level of Proficiency Current Job

	Never or Almost Never	Seldom	Some times	Often	Always or Almost Always	Average Rating
	1	2	3	4	5	
9 Seeks Feedback: Implements effective ways to monitor and evaluate customer needs and satisfaction.	Peer (n=2)					4.50
	Self (n=1)					5.00
	Subord (n=3)					4.00
	Manager (n=1)					4.00
	All Respondents					4.17