



GroSum

360 Feedback Report

August 2016

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ABC Technologies

Your 360 Feedback Report

This 360 Feedback summary brings together the feedback given by your **Seniors, Peers, Reportees and yourself.**

This Report has the following sections:

- Greatest Strengths & Development Opportunities
- Hidden Strengths & Blind Spots
- Category Wise Feedback Summary
- Attribute Wise Feedback Summary
- What They Told About You
- Greatest Strengths By Responder Group
- Development Opportunities By Responder Group

What do the ratings mean?

For each attribute, your Feedback responders gave you a rating from the scale below:

4	3	2	1
<p>Always demonstrates Role model for this behavior. Demonstrates/observed this behavior consistently (effective and consistent even in new and challenging situations)</p>	<p>Usually demonstrates Consistently observed/demonstrated this behavior in an effective manner (effective and consistent in most situations).</p>	<p>Occasionally demonstrates Demonstrated/observed this behavior in an effective manner (effective but inconsistent)</p>	<p>Rarely demonstrates Needs to pay more attention towards effectively demonstrating this behavior. (not effective enough in demonstrating the behaviour)</p>

GREATEST STRENGTHS

These are identified as strengths because they received the highest overall scores from each respondent group.

Attribute	Avg. Score	Category
Ensures that the organizational goals and priorities are paramount in all actions.	3.80	Organizational understanding
Always protects the commercial interest of the organization.	3.80	Customer Focus
Is a good ambassador of the organization.	3.60	Organizational understanding
Is precise and clear whilst expressing views.	3.60	Communication
Delivers results consistently by managing team performance and anticipating shrinkage/attrition.	3.60	Managing and developing teams

DEVELOPMENT OPPORTUNITIES

These are identified as development opportunities because they received the lowest overall scores from each respondent group.

Attribute	Avg. Score	Category
Shows concern for others when taking decisions.	3.00	Problem Solving/ Decision making
Aware of strengths and development needs for self.	3.00	Developing Self
Seeks to acquire new skills, knowledge or work methods to improve performance (e.g. through online e-learning programs, technical certifications etc.).	2.80	Developing Self
Helps the team to focus on learning and Self improvement.	3.00	Managing and developing teams
Enjoys the implicit trust of all the stakeholders with the customer	3.20	Customer Focus

HIDDEN STRENGTHS

A hidden strength refers to attributes where others scored you higher than you scored yourself. The difference in scores may indicate that you do not realize others believe you are strong in this area.

Attribute	Self	Avg. Score	Category
Is prepared to take tough decisions and is prepared to see them through.	2	3.40	Problem Solving/ Decision making
Shows concern for others when taking decisions.	2	3.00	Problem Solving/ Decision making
Address conflicts within the group/team in a constructive manner.	3	3.80	Building and managing relationships
Seeks to understand other processes, customers and services in the organization.	3	3.60	Organizational understanding
Anticipates future customer needs and trends.	3	3.40	Customer Focus

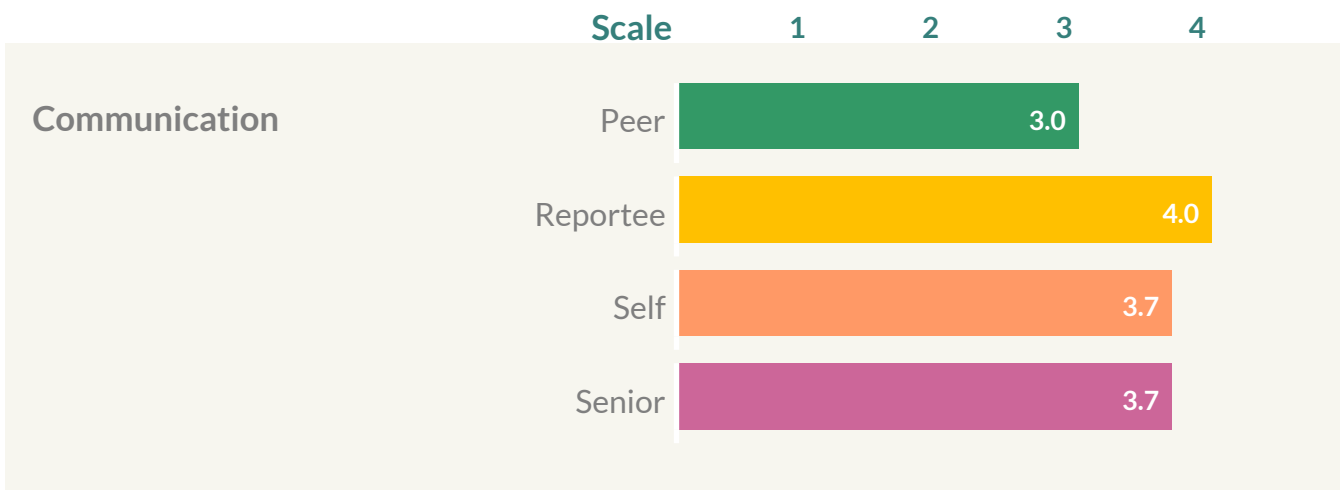
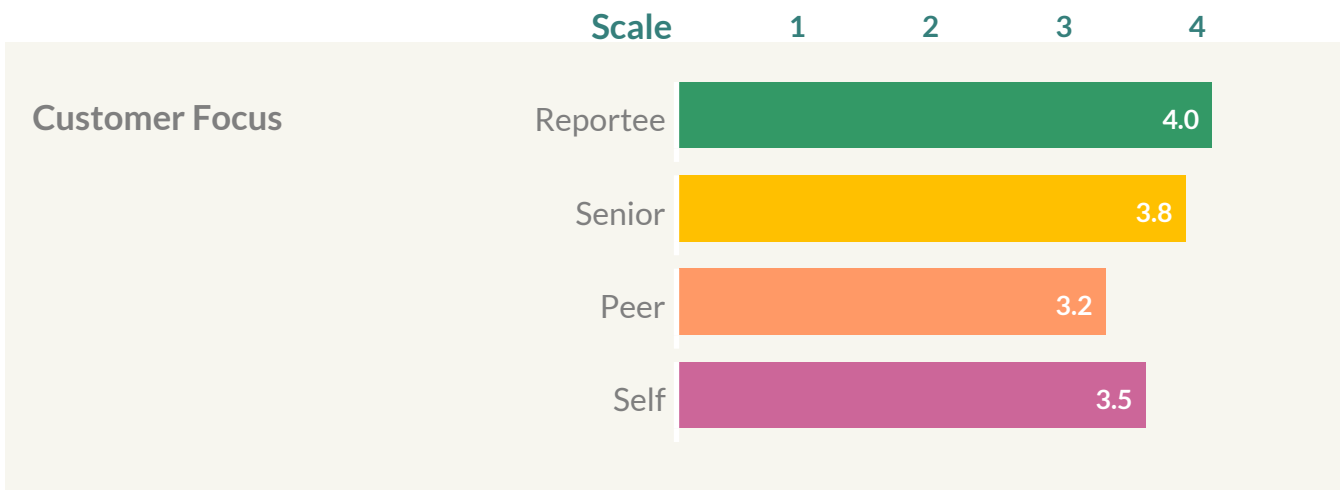
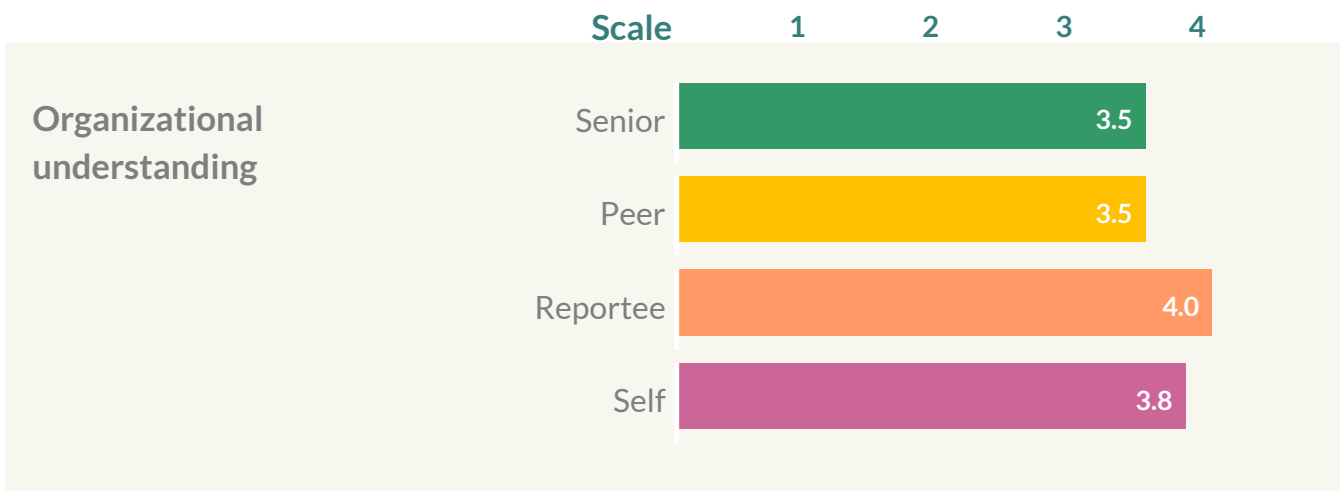
BLIND SPOTS

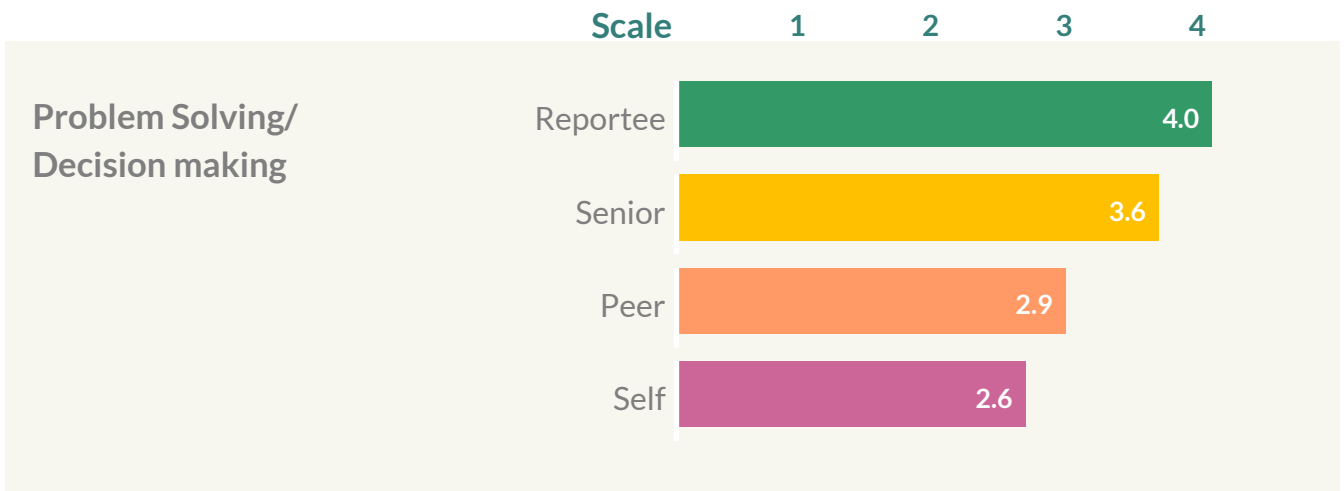
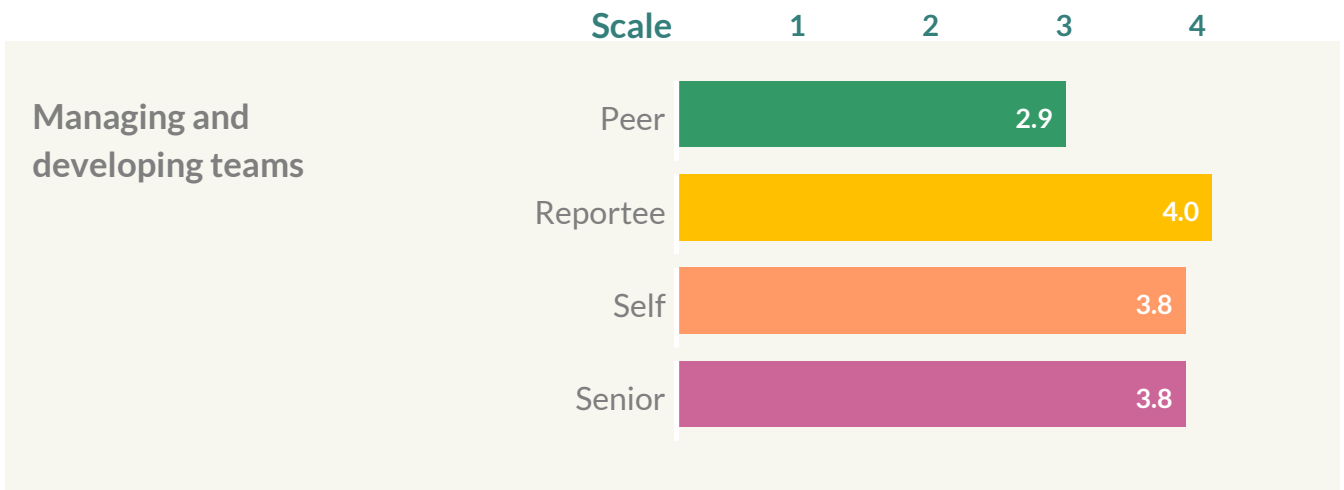
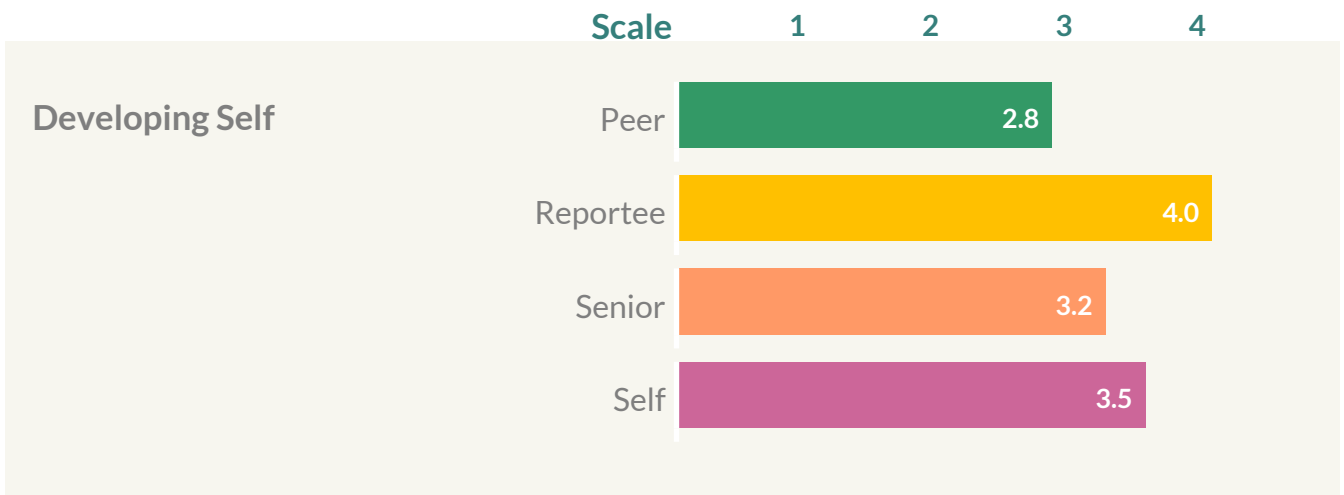
A blind spot refers to attributes where you scored yourself higher than others scored you. These are areas where you can focus for specific improvement.

Attribute	Self	Avg. Score	Category
Seeks to acquire new skills, knowledge or work methods to improve performance (e.g. through online e-learning programs, technical certifications etc.).	4	2.80	Developing Self
Works collaboratively with other teams to meet organizational goals.	4	3.00	Building and managing relationships
Listens to and respects others views.	4	3.20	Communication
Creates an open and trusting environment where people feel safe to discuss concerns, ideas, perspectives and opinions.	4	3.20	Managing and developing teams
Addresses questions related to organization policies and procedures.	4	3.40	Organizational understanding

Category Wise Summary

For each category, the charts showcase the 'Average Score' by each responder group





Scale

1

2

3

4

Building and managing relationships

Peer

3.3

Senior

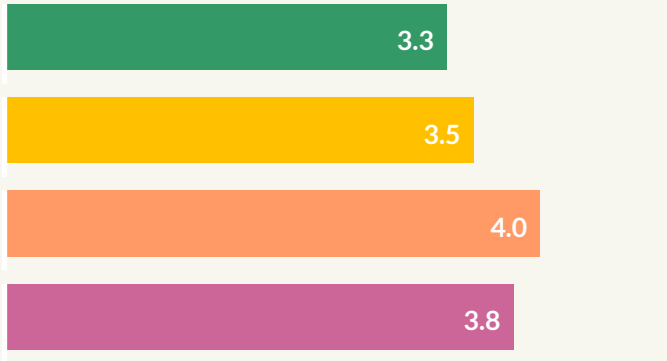
3.5

Reportee

4.0

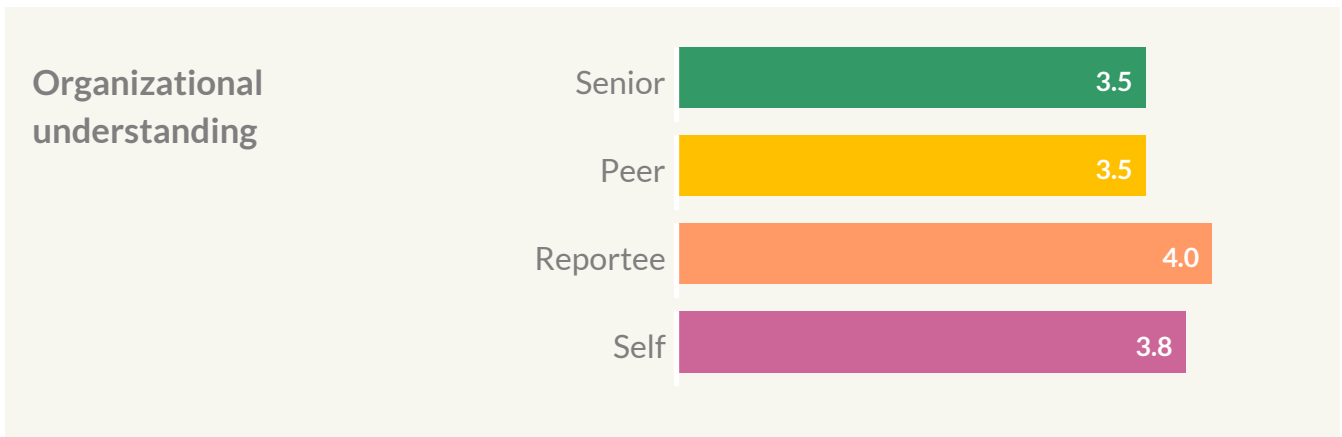
Self

3.8

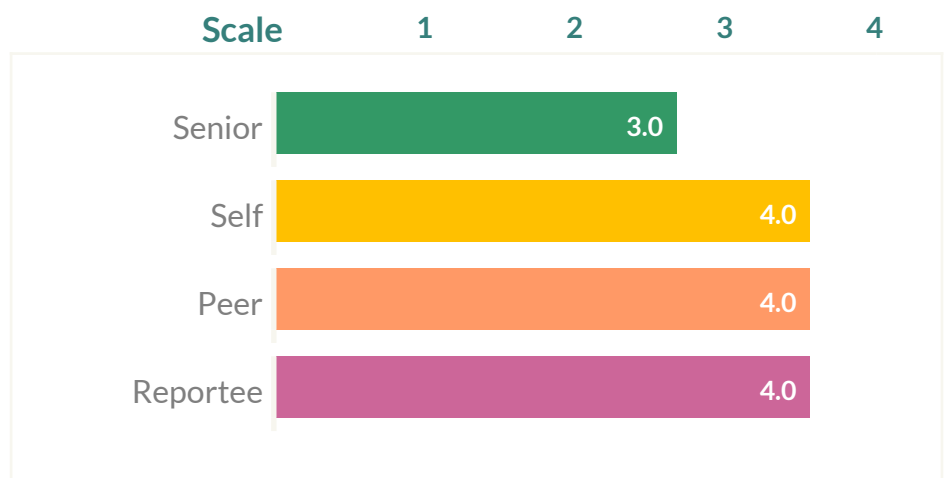


Attribute wise Summary

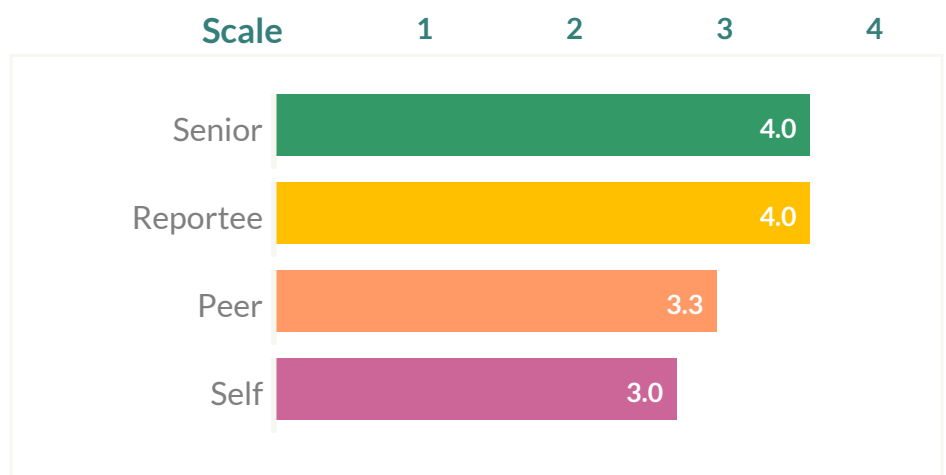
For each ATTRIBUTE, the charts showcase the 'Average Scale' by each responder group



Ensures that the organizational goals and priorities are paramount in all actions.

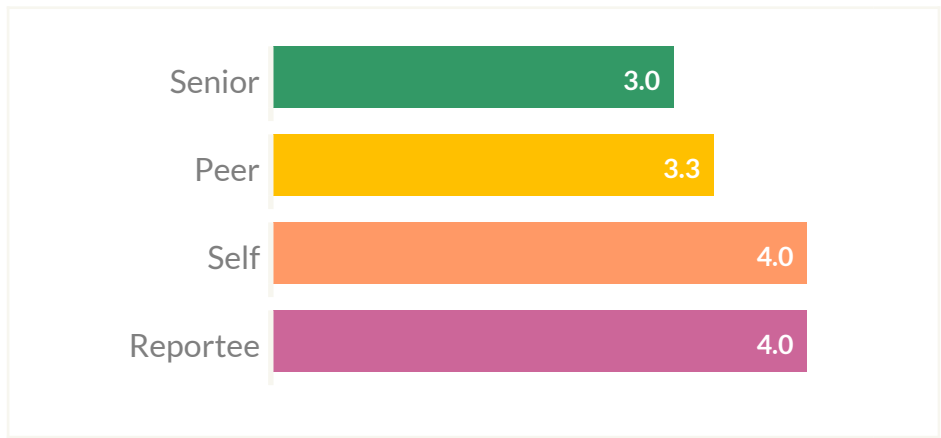


Seeks to understand other processes, customers and services in the organization.



Scale 1 2 3 4

Addresses questions related to organization policies and procedures.

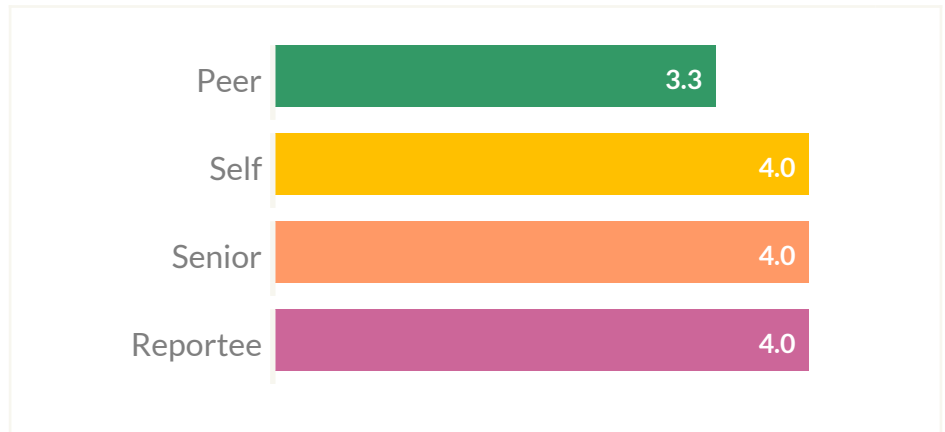


Organizational understanding



Is a good ambassador of the organization.

Scale 1 2 3 4



Customer Focus



Scale 1 2 3 4

Always protects the commercial interest of the organization.



Scale 1 2 3 4

Acts proactively with customers.



Scale 1 2 3 4

Enjoys the implicit trust of all the stakeholders with the customer



Customer Focus



Anticipates future customer needs and trends.

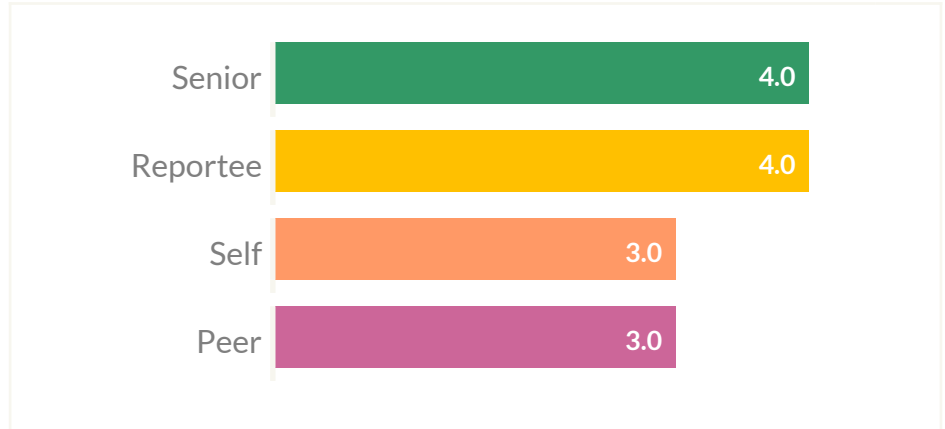
Scale

1

2

3

4



Communication



Scale 1 2 3 4

Is precise and clear whilst expressing views.



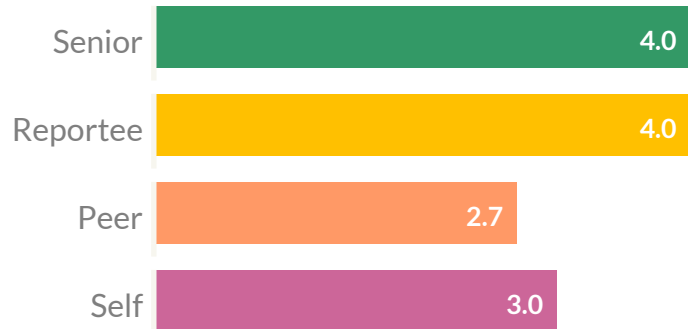
Scale 1 2 3 4

Listens to and respects others views.

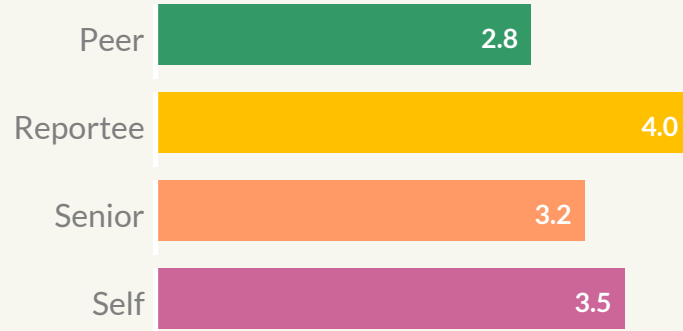


Scale 1 2 3 4

Strives for dialogue and discussions by asking relevant questions.



Developing Self



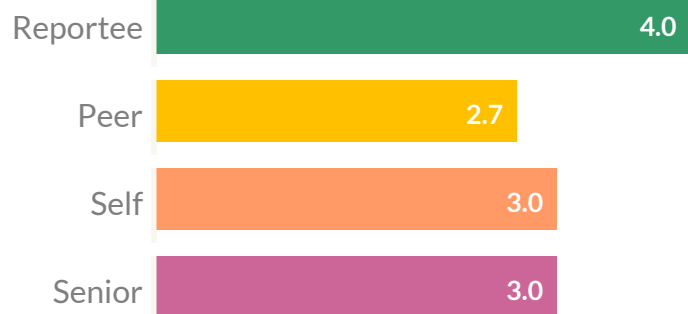
Scale 1 2 3 4

Actively asks for and uses feedback to improve performance.



Scale 1 2 3 4

Aware of strengths and development needs for self.

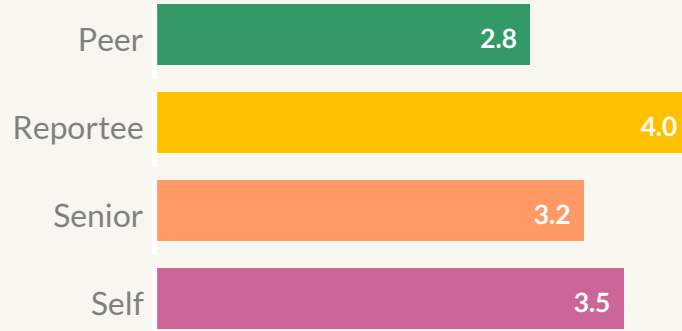


Scale 1 2 3 4

Volunteers and accepts new challenges to learn and grow.



Developing Self



Seeks to acquire new skills, knowledge or work methods to improve performance (e.g. through online e-learning programs, technical certifications etc.).

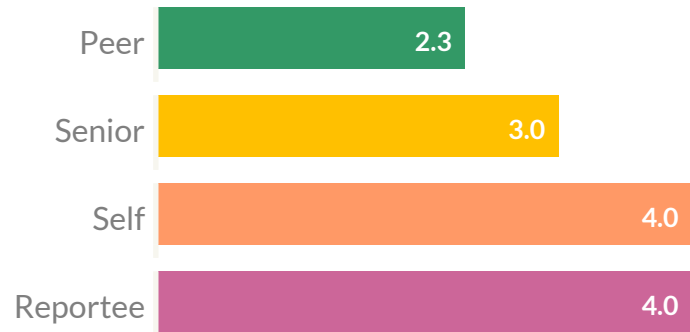
Scale

1

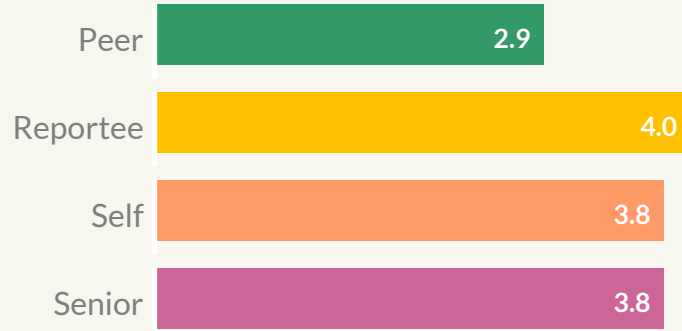
2

3

4

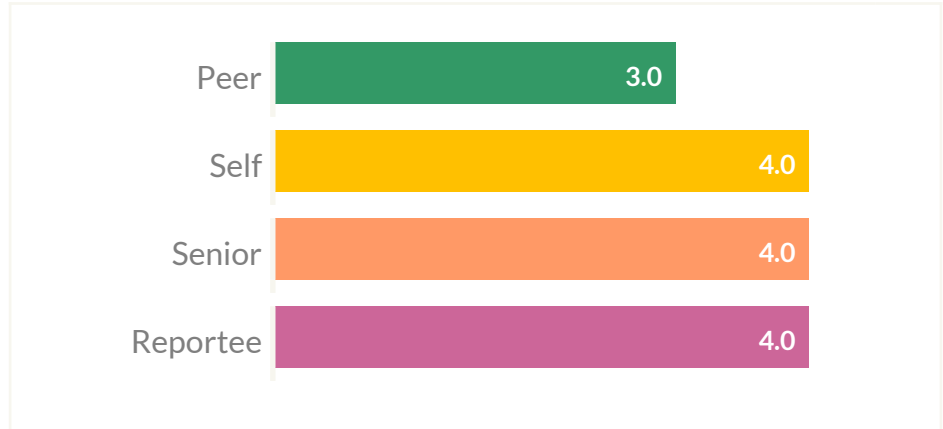


Managing and developing teams



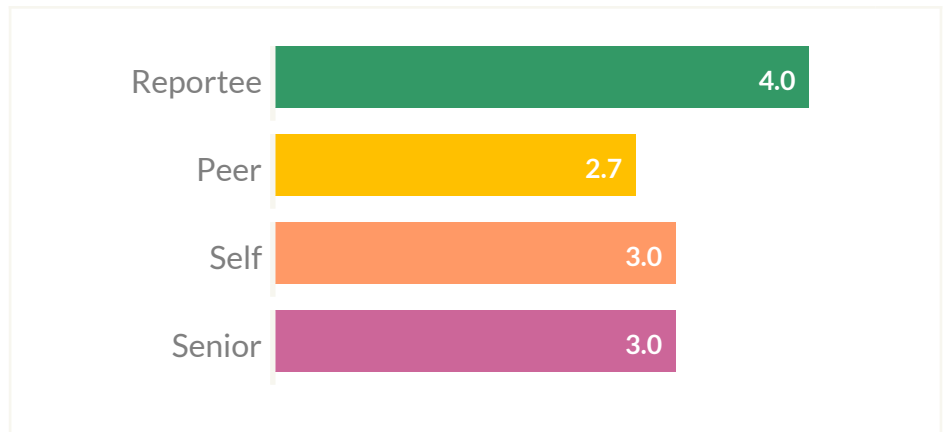
Sets and communicates clear performance expectations for the team.

Scale 1 2 3 4



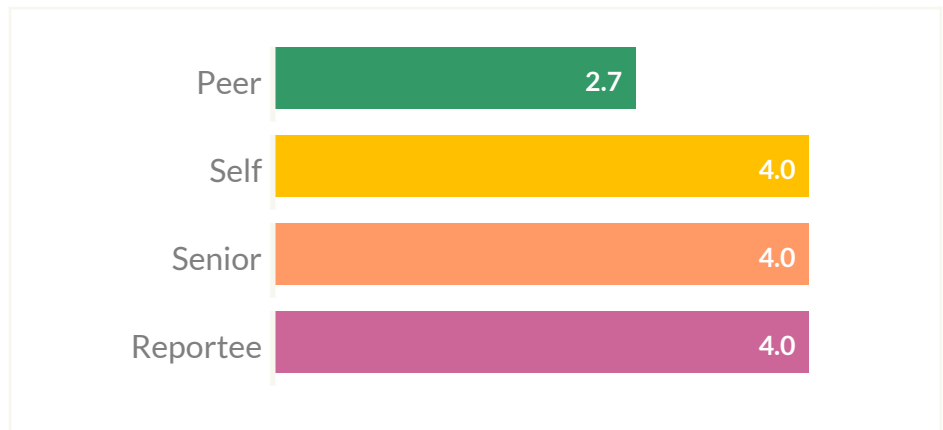
Helps the team to focus on learning and Self improvement.

Scale 1 2 3 4



Creates an open and trusting environment where people feel safe to discuss concerns, ideas, perspectives and opinions.

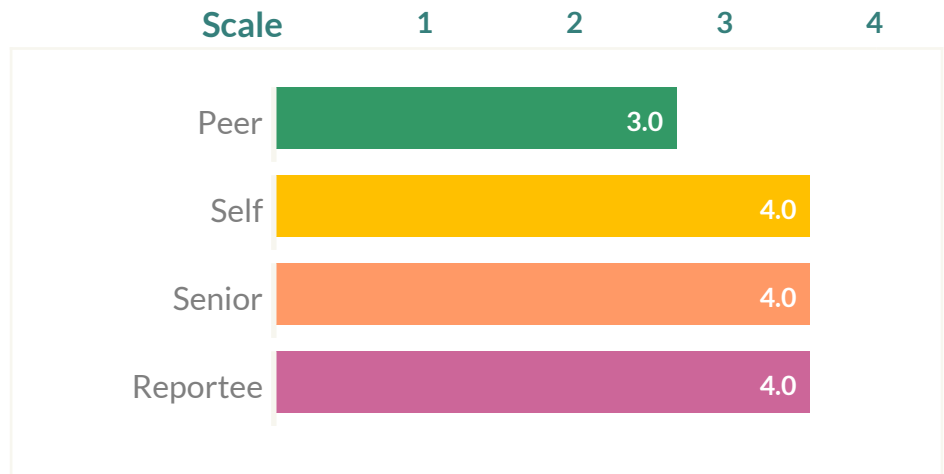
Scale 1 2 3 4



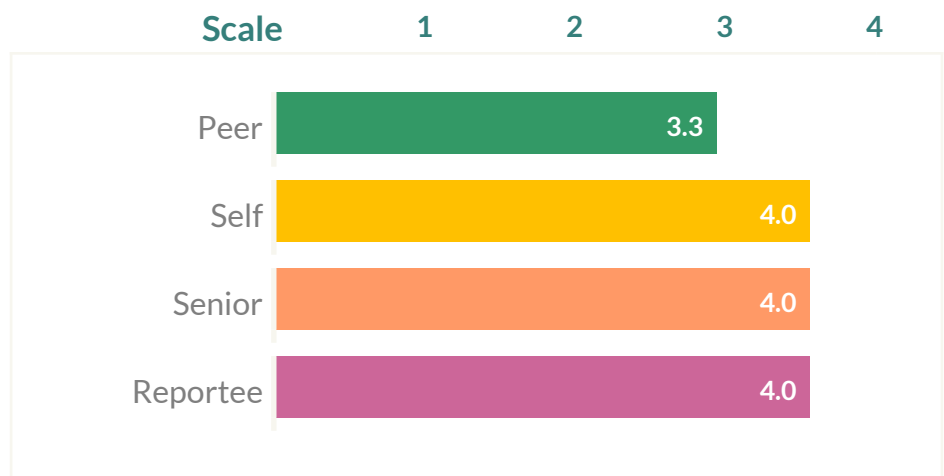
Managing and developing teams



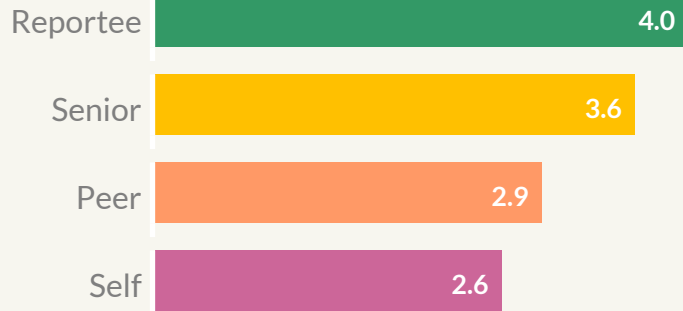
Provides regular feedback that helps the team improve their performance.



Delivers results consistently by managing team performance and anticipating shrinkage/attrition.



Problem Solving/ Decision making



Does not lose sight of organizations interest when making decisions.

Scale 1 2 3 4



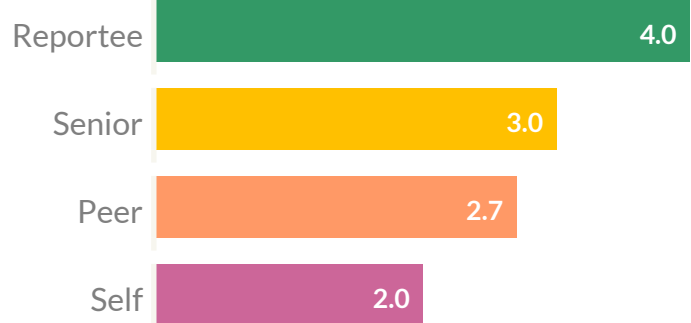
Considers data and facts from multiple sources to arrive at decisions.

Scale 1 2 3 4

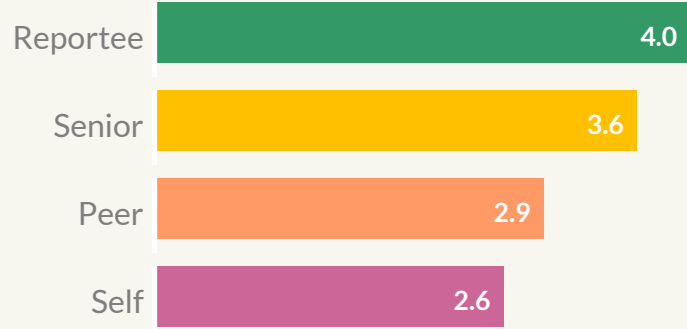


Shows concern for others when taking decisions.

Scale 1 2 3 4

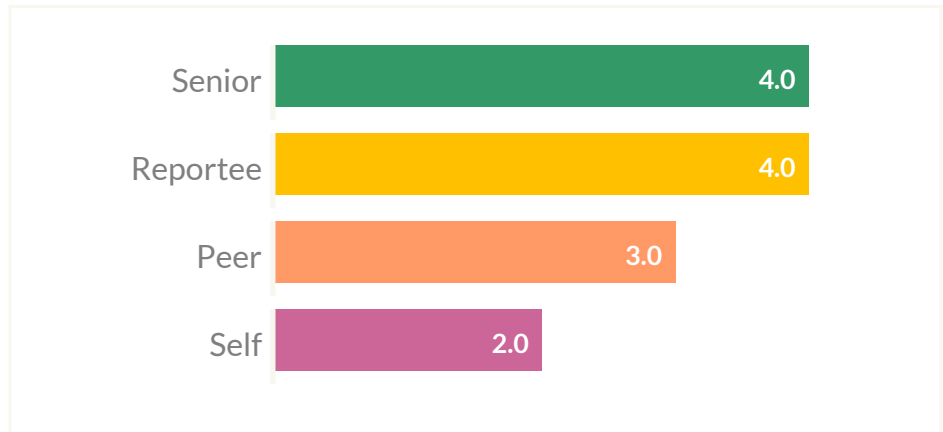


**Problem Solving/
Decision making**



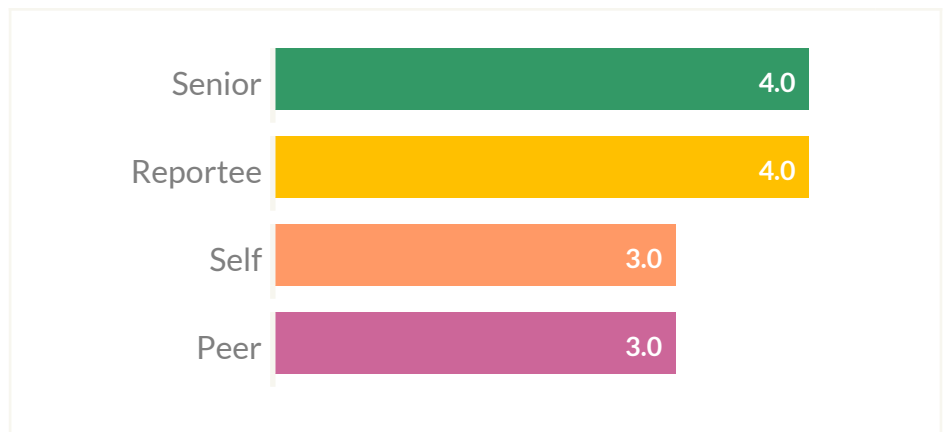
Is prepared to take tough decisions and is prepared to see them through.

Scale 1 2 3 4



Resolves work related disagreements with the customer and organizational interests in mind.

Scale 1 2 3 4



Building and managing relationships



Builds and sustain relationships with internal and external customers.

Scale 1 2 3 4



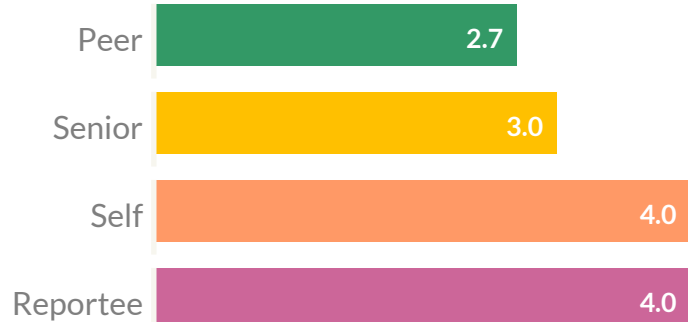
Address conflicts within the group/team in a constructive manner.

Scale 1 2 3 4



Works collaboratively with other teams to meet organizational goals.

Scale 1 2 3 4



Building and managing relationships



Demonstrates the ability to influence key people for the accomplishment of goals.

Scale 1 2 3 4



Looks for common ground and builds co-operation even in difficult circumstances.

Scale 1 2 3 4



Appreciates others contribution.

Scale 1 2 3 4



What They said about you

Respondents were asked to summarize your performance – you can see their answers below.

What are three activities/behaviours I do well and should continue ?

Self

- Patience / Accepting / Spontaneous.
-

What are three activities/behaviors that I should stop doing to be more effective in my role?

Self

- Believing people more / More involvement into other's day today work , which would stop them performing / Being too sensitive .
-

What are three activities/behaviors that you think the person could start doing to be more effective

Senior

- Anticipating issues and concerns well in advance.
Better interactions with external stakeholders/teams.
Rapport building with customers.
-

Peer

- work written comprehension
demonstrate Managerial behavior
listen and do than assume and do
 - 1. Considering the seniority and experience, can step up and start mentoring leaders to perform better
2. Can strive to be more methodical and process oriented
3. Can leverage skill sets & knowledge of many internal stake holders to improve drive performance
 - work closely with other department,
-

What are three activities/behaviours that you think the person does well and should continue doing in their role?

Senior

- Interacting with peers and subordinates right upto agent level.
People management skills are excellent.
-

Peer

- confidence level
positive attitude
helping
 - 1. Calm & Composed during critical situations
2. Expresses his thoughts well
3. Has a good through process to generate new ideas
 - Works closely with a few team members ,
-

Reportee

- Handling team with same level
Problem solving
coaching the team
-

What are three activities/behaviors that you think the person should stop doing to be more effective in their role?

Senior

- Not to over commit on timelines or any commitments.
Do not over trust the team.
-

Peer

- working on assumption
taking decision without discussion
thinking wisely
 - 1. Is always seen with a limited set of team members, can expand his circle of influence to become a good mentor & leader
 - stop transferring the blame,
-

What are three activities/behaviors that I should start doing to be more effective ?

Self

- Work Allotment / Knowledge sharing.

Greatest Strengths

These items are identified as strengths because they received the highest overall scores from each respondent group.

Self

Problem Solving

Business orientation/ acumen

Courageous (admit, proactive)

Learning

Curious

Learning

Process Improvement

Innovation

Creative thinking

Innovation

Peer

Expansion

Business orientation/ acumen

Incremental

Business orientation/ acumen

Take control

Leadership

Courageous (admit, proactive)

Learning

Creative thinking

Innovation

Senior

Addresses questions related to organization policies and procedures.

Organizational understanding

Acts proactively with customers.

Customer Focus

Enjoys the implicit trust of all the stakeholders with the customer

Customer Focus

Is precise and clear whilst expressing views.

Communication

Strives for dialogue and discussions by asking relevant questions.

Communication

Reportee

Aware of strengths and development needs for self.

Developing Self

Demonstrates the ability to influence key people for the accomplishment of goals.

Building and managing relationships

Works collaboratively with other teams to meet organizational goals.

Building and managing relationships

Address conflicts within the group/team in a constructive manner.

Building and managing relationships

Builds and sustain relationships with internal and external customers.

Building and managing relationships

Greatest Development Opportunities

These items are identified as development needs because they received the lowest overall scores from each respondent group.

Self

Demonstrates the ability to influence key people for the accomplishment of goals.

Building and managing relationships

Sets and communicates clear performance expectations for the team.

Managing and developing teams

Seeks to acquire new skills, knowledge or work methods to improve performance (e.g. through online e-learning programs, technical certifications etc.).

Developing Self

Aware of strengths and development needs for self.

Developing Self

Actively asks for and uses feedback to improve performance.

Developing Self

Peer

Expansion

Business orientation/ acumen

Looks for common ground and builds co-operation even in difficult circumstances.

Building and managing relationships

Is a good ambassador of the organization.

Organizational understanding

Sets and communicates clear performance expectations for the team.

Managing and developing teams

Helps the team to focus on learning and Self improvement.

Managing and developing teams

Senior

Profitability

Business orientation/ acumen

Engagement

Customer Obsession

Satisfaction

Customer Obsession

Time

Results

Budget

Results

Reportee

Helps the team to focus on learning and Self improvement.

Managing and developing teams

Demonstrates the ability to influence key people for the accomplishment of goals.

Building and managing relationships

Looks for common ground and builds co-operation even in difficult circumstances.

Building and managing relationships

Appreciates others contribution.

Building and managing relationships

Seeks to understand other processes, customers and services in the organization.

Organizational understanding