

Personal Feedback Report

Individual Contributor Sample

December 2013

Individual Contributors



CONFIDENTIAL

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MAKING THE MOST OF YOUR REPORT

INTRODUCTION

We are delighted to provide you with your personal enVision.360® Feedback Report. This report is designed to provide you with information about your current behavior on the job, so that you can identify strengths and expand your repertoire of effective behaviors. The perspective it can offer on how colleagues view you and how your behavior impacts them can have a significant impact on your self-awareness – which is critical to behavior change¹ and highly correlated with leadership success².

Recently, you completed a “Self” questionnaire and asked a variety of others to provide feedback on your exhibition of a number of items. The diagram below shows the areas targeted by enVision.360®. Note that they fall in two categories: competencies and “derailers.”



Competencies:

The competency categories are shown in the outside band of the model. The specific competencies and their items in each of these categories will be outlined within the report.

For the competencies, raters were asked to make two determinations:

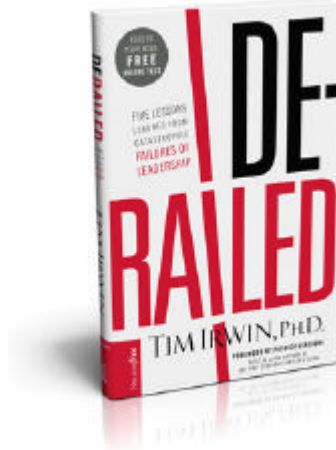
- a. How important each competency is to the successful performance of your particular role (to assist you in prioritizing your feedback).
- b. The extent to which you display each behavior that is associated with each competency.

The rating scales used will be shown inside the report.

MAKING THE MOST OF YOUR REPORT

Derailers:

enVision.360® not only examines *positive* skills and behaviors that are critical to success in role; the instrument also assesses behaviors that, unchecked, could lead to performance issues. These “derailers” are shown in the center of the diagram on the previous page, and are character-based. The items in this instrument were crafted by enVision.360®’s designers, based upon the writings of Tim Irwin, Ph.D. [See his book *Derailed: Five Lessons Learned from Catastrophic Failures of Leadership* for more information about these derailers and their importance to performance. (2009. Nashville, TN: Thomas Nelson).]



Please note that these items are what are termed “reverse-scored” items. Here (unlike in the “competency” section that you just examined), lower scores are more desirable.

Raters were asked to evaluate the derailers on two dimensions:

- a. The extent to which they agree that the statement is characteristic of your behaviors.
- b. The extent to which your exhibition of the behavior has the potential to affect your overall job performance.

Rating scales used will be shown in the appropriate report section.

WHAT THIS REPORT PROVIDES

The purpose of this report is to provide you with specific, structured feedback that is based on others’ perceptions of your behavior, and to offer you a benchmark for comparing your own perceptions of the same behaviors. By comparing your perceptions against those of others, you should have a clearer starting point for personal improvement and developmental Action Plans. You will also be able to identify those key skills to leverage as strengths, as well as those on which to focus for further development.

LOOK AT THE DETAIL

It is important to take notice of the individual ratings that build up the averages. A strong “positive” rating by one person may be cancelled out by a strong “negative” rating from someone else. The implications, of course, are quite different than if both people gave the same mid-range rating.

Instances of wide variations in different people’s ratings are highlighted by the symbol ▶. Additional insights may also be gained from paying attention to where there are agreements or differences between your own ratings and those given by others.

You will gain more from discussing the ratings with others than from trying to interpret the ratings in isolation. Suggestions on doing this will be made by your facilitator.

MAKING THE MOST OF YOUR REPORT

INITIAL HANDLING OF THE FEEDBACK

Your feedback may contain confirmation of the best aspects of your performance, but may also contain data which you find harder to accept. An initial reaction to difficult feedback may be to explain it away by reasoning or by making excuses. The challenge, however, is to find ways of identifying why the particular feedback has been given, what caused this perception to be created, and what you can do to improve things. In other words, find ways to understand and act on the feedback, rather than reasons why it may be invalid.

Please plan to share your learnings with your coach/supervisor. Additionally, plan to prepare a written development plan to guide your growth and development. We suggest doing both quickly, while the motivation is strong and the data are top-of-mind for you.

We wish you much success in your developmental journey.

Notes:

¹ London, M. (2001). "The Great Debate: Should Multisource Feedback be Used for Administration or Development Only?" In The Handbook of Multisource Feedback. San Francisco, CA: Jossey-Bass.

² Yammarino, F.J. & Atwater, L.E. (2001). "Understanding Agreement in Multisource Feedback." In The Handbook of Multisource Feedback. San Francisco, CA: Jossey-Bass.

HOW MANY RATERS RESPONDED?

This table below shows you how many people from each rater group responded.

“Nominated” refers to those from whom you sought feedback.

“Completed” refers to those who provided the requested feedback.

Your raters’ anonymity is protected. This is achieved in part by never presenting feedback data from any rater group other than the recipient’s Leader/Manager unless three or more questionnaires were received from that rater group. Consequently, in the event that less than three Peers/Colleagues, Direct Reports or Others submitted feedback for you, you may see responses in a source category of “Merged” in the table below. This indicates that questionnaires from two or more rater groups have been combined (a) to protect anonymity and (b) to ensure that you can still receive the most feedback possible.

	Completed	Nominated
Self.....	1	1
Ldr/Mgr.....	1	1
Peers/Coll.....	3	3
Direct Report.....	3	3
Others.....	0	0
Merged.....	0	0
Total.....	8	8



COMPETENCY REPORT

RELATIVE STRENGTHS

This section lists behaviors rated as relatively high* in terms of performance. The check marks (✓) indicate whether you and/or your rater groups rated the behavior as a relative strength. The text of some behaviors may have been truncated to maximize the information that can appear on the page.

STRENGTHS

Behaviors	Self				Competency
		Ldr/Mgr	Peers/Coll	Direct Report	
59. Consistently achieves high-quality results			✓	✓	Delivers Excellence
25. Is optimistic and resilient; responds positively and flexibly to difficulties or			✓		Displays Personal Agility
23. Stays calm and constructive, even in the face of opposition or hostility				✓	Displays Personal Agility
44. Involves others in decisions that affect them				✓	Collaborates Productively
56. Knows what's happening; monitors performance against plans				✓	Delivers Excellence
39. Encourages others to share improvement areas				✓	Exhibits Creativity
3. Handles confidential information with discretion			✓		Earns Trust and Confidence
5. Is a role model; inspires people to higher levels of performance through the			✓		Earns Trust and Confidence
33. Self-aware; knows his/her development needs and takes steps to address them			✓		Is Committed to Self-Development
34. Asks for feedback and acts on it			✓		Is Committed to Self-Development

*Note: A behavior is considered *relatively high* if the source rates it higher than the average of all the behaviors. Let's say that the rating source, across all items, provided an average rating of 4.0. Then any items that are rated substantially higher than 4.0 would be candidates for appearing in that rating source's column on this page. The 10 items shown here were – across all rater groups – the highest-rated items for your report.

Please note that there must be a significant difference between the overall average rating provided by each source and an item's rating for a check to appear in the column above. If, for example, your leader/manager provided all 4's as your item ratings, no checks would appear above, as there is no difference between the item ratings and the overall average.

RELATIVE DEVELOPMENT NEEDS

This section identifies behaviors which the report suggests may be areas of development for you. They are relatively lower* among your scores, and therefore may be productive areas of focus for you. The cross marks (x) indicate whether you and/or your rater groups rated the behavior as a relative development need. The text of some behaviors may have been truncated to maximize the information that can appear on the page.

DEVELOPMENT NEEDS

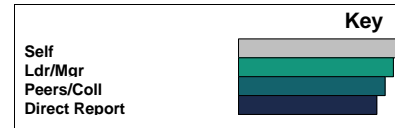
Behaviors	Self				Competency
		Ldr/Mgr	Peers/Coll	Direct Report	
1. Keeps promises and honors commitments	x		x	x	Earns Trust and Confidence
10. Is decisive; makes quality, timely decisions when required, even with limited	x	x			Makes Sound and Courageous Decisions
47. Handles conflicts quickly and gracefully, before they become too big to resolve	x	x			Collaborates Productively
71. Exhibits mastery of the role's functional/technical requirements	x		x		Functional/Technical Competencies
14. Communicates clearly and effectively in writing				x	Communicates Openly
57. Has a sense of urgency; acts promptly to address performance shortfalls				x	Delivers Excellence
31. Seizes opportunities when they arise			x		Takes Initiative
49. Goes above and beyond to respond to customers and deliver according to their			x		Focuses on Customers
74. Sets an example of continuous learning by participating in professional and personal			x		Functional/Technical Competencies
18. Develops logical, workable plans for him/herself and others		x			Plans and Organizes

*Note: A behavior is considered *relatively low* if the source rates it lower than the average of all the behaviors. Let's say that the rating source, across all items, provided an average rating of 4.0. Then any items that are rated substantially lower than 4.0 would be candidates for appearing in that rating source's column on this page. The 10 items shown here were – across all rater groups – the lowest-rated items for your report.

Please note that there must be a significant difference between the overall average rating provided by each source and an item's rating for an "X" to appear in the column above. If, for example, your leader/manager provided all 4's as your item ratings, no "X's" would appear above, as there is no difference between the item ratings and the overall average.

COMPETENCY IMPORTANCE RATINGS

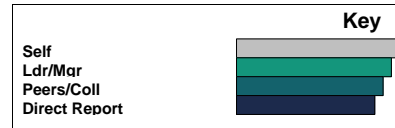
In this section the average importance ratings given by you and your feedback providers for each Competency are shown. This shows, by rater group, the raters' assessment of the extent to which exhibition of each competency is important to effective performance of your job.



Competencies	Low 1	High 4
Overall2		
Earns Trust and Confidence	3.0 3.0 3.0 2.3	
Makes Sound and Courageous Decisions	3.0 4.0 2.7 2.3	
Communicates Openly	2.0 3.0 3.0 3.0	
Plans and Organizes	3.0 3.0 3.0 3.0	
Displays Personal Agility	2.0 4.0 2.3 2.3	
Takes Initiative	3.0 3.0 3.0 2.7	
Is Committed to Self-Development	3.0 3.0 2.7 2.7	
Exhibits Creativity	3.0 2.0 2.7 3.0	
Collaborates Productively	2.0 3.0 2.7 2.7	
Focuses on Customers	3.0 3.0 2.3 2.3	

COMPETENCY IMPORTANCE RATINGS

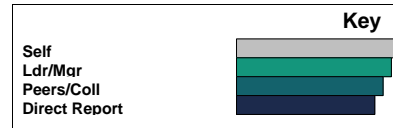
In this section the average importance ratings given by you and your feedback providers for each Competency are shown. This shows, by rater group, the raters' assessment of the extent to which exhibition of each competency is important to effective performance of your job.



Competencies	Low 1	High 4
Overall2		
Delivers Excellence	2.0 2.0 3.3 3.0	
Understands the Business	2.0 3.0 3.0 2.7	
Creates Focus and Direction	3.0 3.0 2.3 2.7	
Engages and Motivates Others	3.0 4.0 2.7 2.3	
Leads Change	2.0 3.0 3.0 3.0	
Functional/Technical Competencies	3.0 3.0 3.0 2.7	
Overall2	2.6 3.1 2.8 2.7	

COMPETENCY PERFORMANCE RATINGS

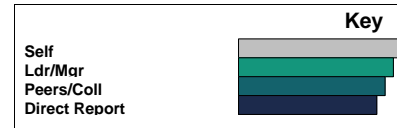
This section shows the average ratings given by you and your rater categories for each competency. This shows, by rater group, the raters' assessment of your overall performance on each competency.



Competencies	Low 1	High 6
Overall2		
Earns Trust and Confidence	5.0 3.8 4.8 4.1	
Makes Sound and Courageous Decisions	5.0 3.6 4.7 4.2	
Communicates Openly	5.5 4.0 4.8 4.2	
Plans and Organizes	5.6 3.8 4.8 4.2	
Displays Personal Agility	5.4 3.8 5.1 4.4	
Takes Initiative	5.6 4.4 4.6 4.0	
Is Committed to Self-Development	4.7 4.0 5.3 4.2	
Exhibits Creativity	5.0 4.4 4.6 4.6	
Collaborates Productively	4.9 3.9 4.8 4.2	
Focuses on Customers	5.0 4.0 4.7 4.4	

COMPETENCY PERFORMANCE RATINGS

This section shows the average ratings given by you and your rater categories for each competency. This shows, by rater group, the raters' assessment of your overall performance on each competency.



Competencies	Low 1	High 6
Overall2		
Delivers Excellence	5.3 4.2 5.1 4.2	
Understands the Business	4.7 4.3 4.4 4.3	
Creates Focus and Direction	6.0 5.0 4.8 4.2	
Engages and Motivates Others	5.0 4.0 4.8 4.2	
Leads Change	5.0 5.0 4.7 4.7	
Functional/Technical Competencies	4.6 4.0 4.5 4.3	
Overall2	5.1 4.1 4.8 4.3	

MAP OF COMPETENCIES (Importance vs. Performance)

The scattergrams presented in this section represent the average ratings by your feedback providers for each of the behaviors. Please note that there is one scattergram for each of your rater groups. The cross (made up of the horizontal and vertical bars) is individually positioned according to your feedback provider average ratings. The vertical bar represents the average of all performance ratings, and the horizontal bar the average of all importance ratings given by feedback providers. Behaviors which show as areas for further exploration (i.e. those with **High Importance and Low Performance** ratings) appear in the top left quadrant. It is important also to note the behaviors in the top right quadrant. These were rated **High Importance and High Performance** and should be regarded as potential strengths.

Rating Scales:

Performance

- 1 - Strongly disagree (SD)
- 2 - Disagree
- 3 - Tend to disagree
- 4 - Tend to agree
- 5 - Agree
- 6 - Strongly agree (SA)
- N - Not rated

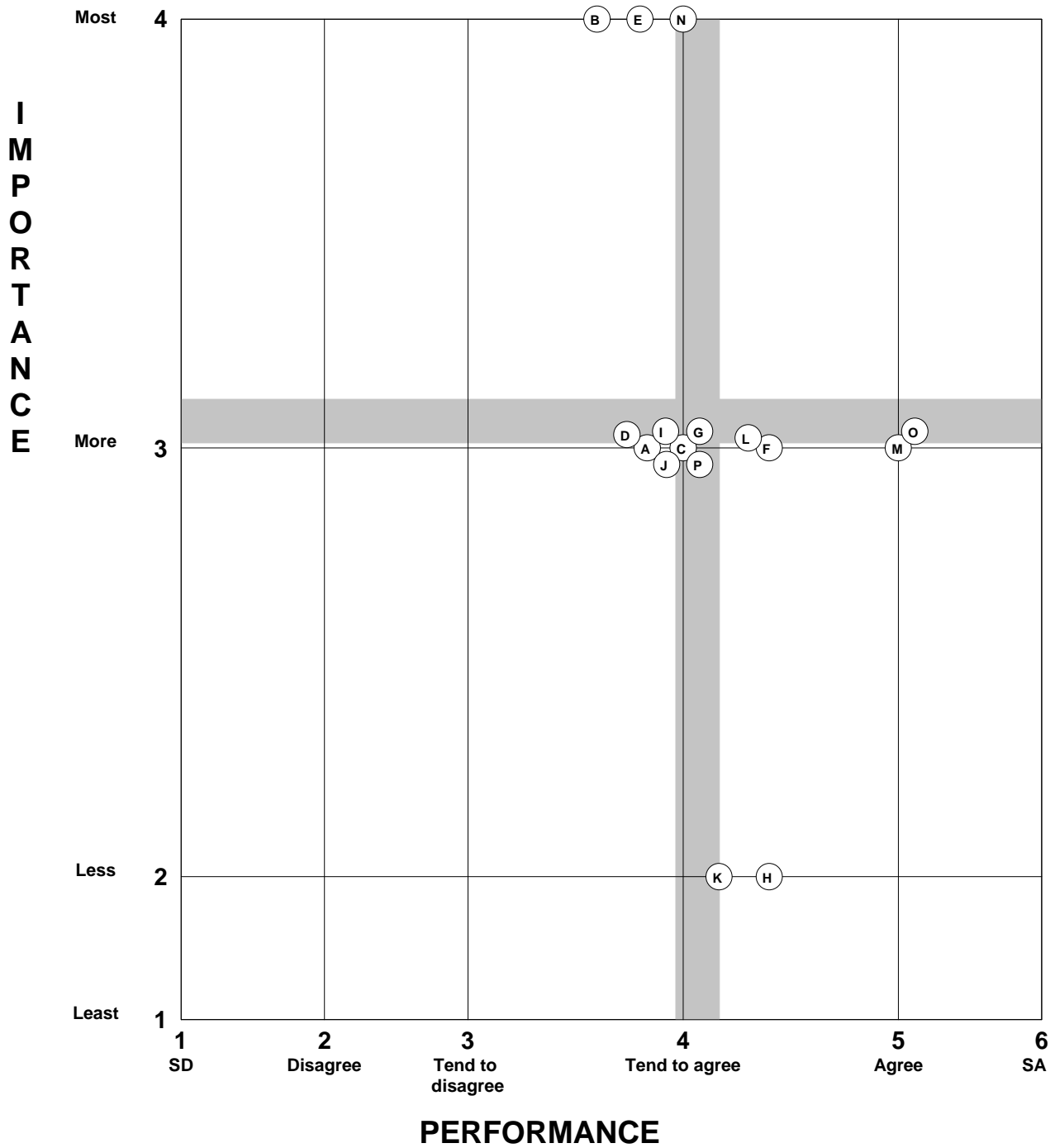
Importance

- 1 - Least (least important for effective job performance)
- 2 - Less (less important for effective job performance)
- 3 - More (more important for effective for job performance)
- 4 - Most (most important for effective job performance)
- N - Not rated

Competency Key:

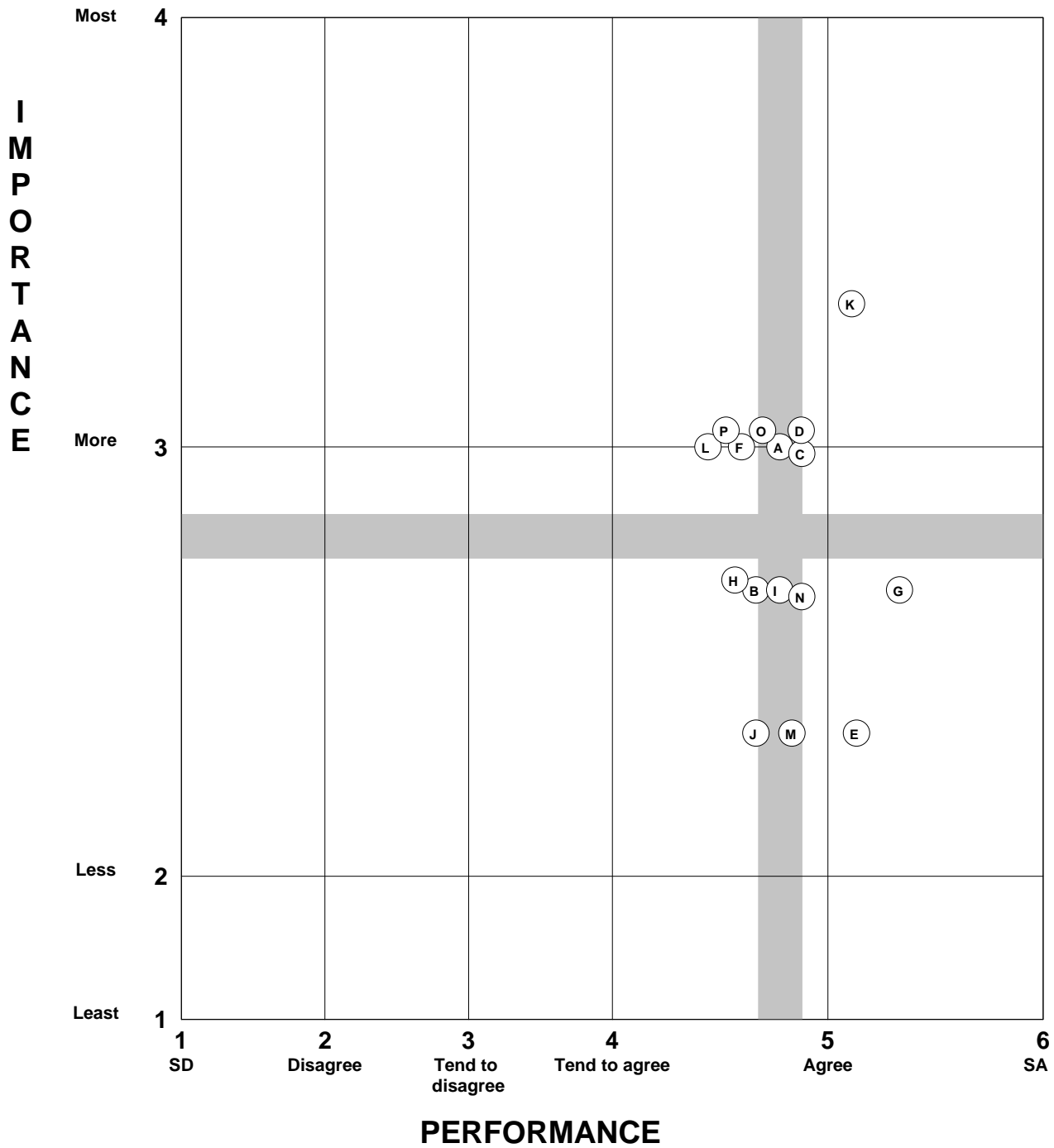
- A - Earns Trust and Confidence
- B - Makes Sound and Courageous Decisions
- C - Communicates Openly
- D - Plans and Organizes
- E - Displays Personal Agility
- F - Takes Initiative
- G - Is Committed to Self-Development
- H - Exhibits Creativity
- I - Collaborates Productively
- J - Focuses on Customers
- K - Delivers Excellence
- L - Understands the Business
- M - Creates Focus and Direction
- N - Engages and Motivates Others
- O - Leads Change
- P - Functional/Technical Competencies

MAP OF COMPETENCIES BY MANAGER(S)



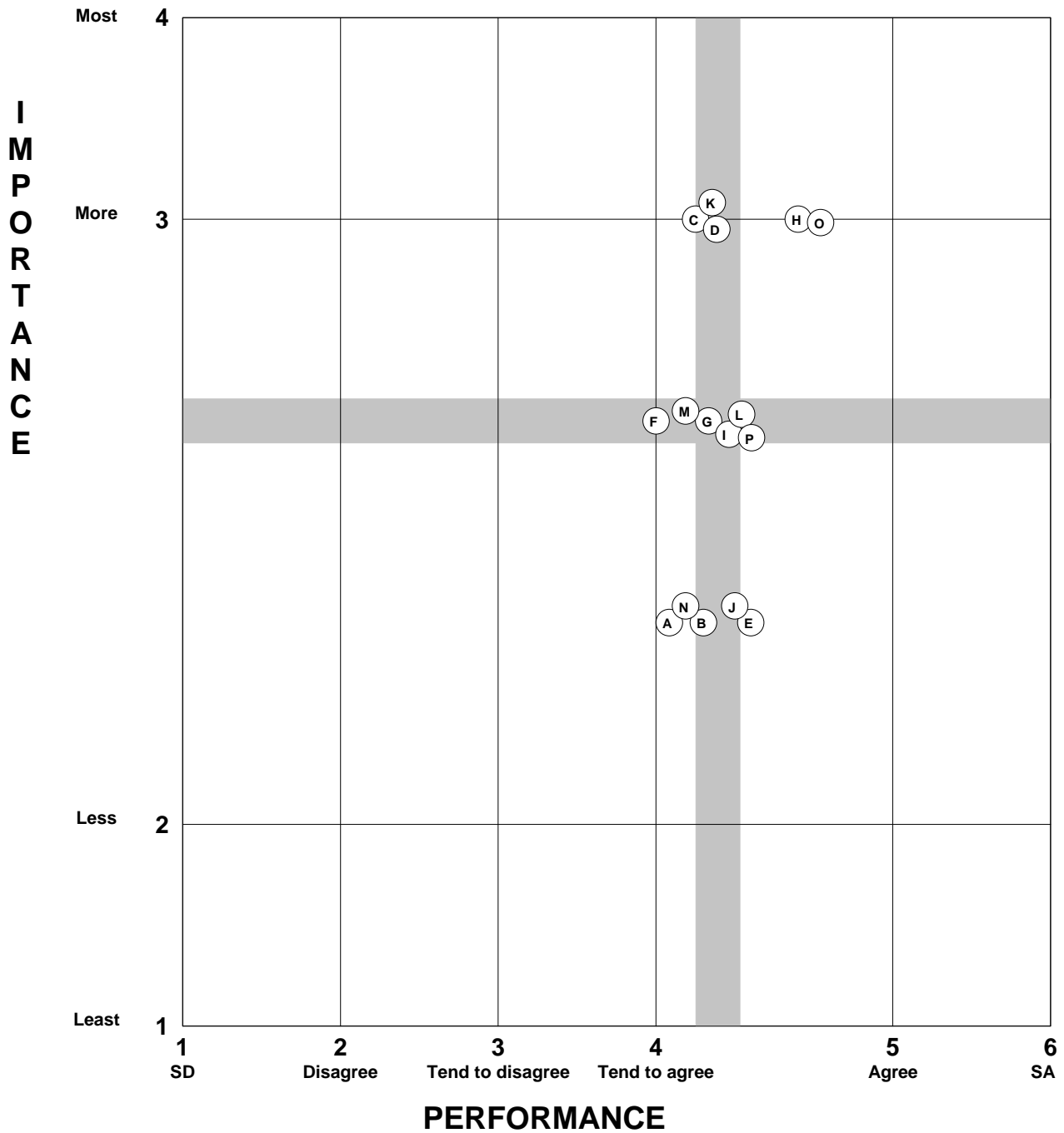
*Potential strengths are in the upper right quadrant.
Potential development needs are in the upper left quadrant.

MAP OF COMPETENCIES BY PEERS/COLLEAGUES



*Potential strengths are in the upper right quadrant.
Potential development needs are in the upper left quadrant.

MAP OF COMPETENCIES BY DIRECT REPORTS



*Potential strengths are in the upper right quadrant.
 Potential development needs are in the upper left quadrant.

BEHAVIOR RANKINGS

In this section the average ratings given by you and all your “Non-self” feedback providers for each behavior are shown, along with a count of the number of ratings and an indication of the level of agreement among the feedback providers (0.5 or above indicates “good” agreement and above 0.75 indicates “excellent” agreement). The behaviors are sequenced in descending order based on the average “Non-self” rating.

Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior						
				1	2	3	4	5	6
S:5.0	1	0.66	59. Consistently achieves high-quality results						
N:5.1	7								
S:6.0	1	0.70	23. Stays calm and constructive, even in the face of opposition or hostility						
N:4.9	7								
S:5.0	1	0.75	33. Self-aware; knows his/her development needs and takes steps to address them						
N:4.9	7								
S:4.0	1	0.70	44. Involves others in decisions that affect them						
N:4.9	7								
S:6.0	1	0.65	3. Handles confidential information with discretion						
N:4.7	7								
S:6.0	1	0.74	13. Shares information with those who need it						
N:4.7	7								
S:5.0	1	0.69	16. Communicates openly and honestly; is as candid as possible without revealing sensitive information						
N:4.7	7								
S:5.0	1	0.74	27. Respects different or opposing perspectives						
N:4.7	7								
S:5.0	1	0.69	45. Contributes to a collaborative team environment						
N:4.7	7								

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Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior						
				1	2	3	4	5	6
S:4.0	1	0.62	50. Successfully balances customer and organizational needs						
N:4.7	7								
S:4.0	1	0.74	53. Manages customer expectations effectively						
N:4.7	7								
S:6.0	1	0.62	56. Knows what's happening; monitors performance against plans						
N:4.7	7								
S:5.0	1	0.74	67. Challenges existing practices to seek better ways of doing things						
N:4.7	7								
S:5.0	1	0.74	68. Helps others to embrace positive change						
N:4.7	7								
S:5.0	1	0.74	69. Involves others in planning and implementing changes that affect them						
N:4.7	7								
S:4.0	1	0.73	6. Is accountable -- does not avoid issues or evade responsibility						
N:4.6	7								
S:5.0	1	0.73	11. Makes difficult decisions that are in the best interests of the organization						
N:4.6	7								
S:6.0	1	0.78	20. Secures the resources and information needed to achieve objectives						
N:4.6	7								

BEHAVIOR RANKINGS

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Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior						
				1	2	3	4	5	6
S:5.0	1		25. Is optimistic and resilient; responds positively and flexibly to difficulties or obstacles						
N:4.6	7	0.65							
S:6.0	1		26. Adjusts his/her approach to meet the needs of different people and situations						
N:4.6	7	0.65							
S:6.0	1		32. Looks for ways to make a contribution to the organization						
N:4.6	7	0.69							
S:4.0	1		34. Asks for feedback and acts on it						
N:4.6	7	0.65							
S:5.0	1		35. Seeks out new professional challenges in order to grow						
N:4.6	7	0.69							
S:5.0	1		36. Challenges the status quo; aggressively resists "We've always done it this way"						
N:4.6	7	0.73							
S:5.0	1		37. Generates fresh and innovative ideas						
N:4.6	7	0.73							
S:5.0	1		38. Is open to new ideas and tries to use them						
N:4.6	7	0.78							
S:5.0	1		39. Encourages others to share improvement areas						
N:4.6	7	0.69							

BEHAVIOR RANKINGS

In this section the average ratings given by you and all your “Non-self” feedback providers for each behavior are shown, along with a count of the number of ratings and an indication of the level of agreement among the feedback providers (0.5 or above indicates “good” agreement and above 0.75 indicates “excellent” agreement). The behaviors are sequenced in descending order based on the average “Non-self” rating.

Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior						
				1	2	3	4	5	6
S:5.0	1		40. Accepts and builds upon the ideas and input of others						
N:4.6	7	0.78							
S:4.0	1		41. Treats others with dignity and respect, regardless of background or position						
N:4.6	7	0.73							
S:6.0	1		48. Actively studies the needs and wants of customers and prospective customers						
N:4.6	7	0.73							
S:5.0	1		55. Obtains resources (e.g., time, people, money) effectively to deliver desired results						
N:4.6	7	0.69							
S:6.0	1		58. Is persistent and tenacious; goes above and beyond to achieve objectives						
N:4.6	7	0.69							
S:6.0	1		63. Ensures that his/her efforts are aligned and focused on delivering the organization's mission and vision						
N:4.6	7	0.65							
S:6.0	1		64. Develops plans that effectively balance short-term needs with long-term objectives						
N:4.6	7	0.69							
S:4.0	1		70. Has the functional/technical knowledge and skill to be credible in his/her role						
N:4.6	7	0.73							
S:5.0	1		72. Can serve as a resource for others due to his/her functional/technical expertise						
N:4.6	7	0.78							

BEHAVIOR RANKINGS

In this section the average ratings given by you and all your “Non-self” feedback providers for each behavior are shown, along with a count of the number of ratings and an indication of the level of agreement among the feedback providers (0.5 or above indicates “good” agreement and above 0.75 indicates “excellent” agreement). The behaviors are sequenced in descending order based on the average “Non-self” rating.

Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior	1 2 3 4 5 6					
				[Scale visualization]					
S:6.0 N:4.4	1 7	0.61	4. Behaves in an ethical manner that is consistent with all organizational policies and values	[Bar chart showing S:6.0 at 6 and N:4.4 at ~4.5]					
S:5.0 N:4.4	1 7	0.69	5. Is a role model; inspires people to higher levels of performance through the example that s/he sets	[Bar chart showing S:5.0 at 5 and N:4.4 at ~4.5]					
S:5.0 N:4.4	1 7	0.73	8. Gathers appropriate information before making decisions	[Bar chart showing S:5.0 at 5 and N:4.4 at ~4.5]					
S:6.0 N:4.4	1 7	0.73	9. Makes sense of complex information; sees patterns, trends, and linkages	[Bar chart showing S:6.0 at 6 and N:4.4 at ~4.5]					
S:6.0 N:4.4	1 7	0.69	15. Delivers effective presentations	[Bar chart showing S:6.0 at 6 and N:4.4 at ~4.5]					
S:6.0 N:4.4	1 7	0.73	17. Communicates even complex information in a way that others can understand	[Bar chart showing S:6.0 at 6 and N:4.4 at ~4.5]					
S:6.0 N:4.4	1 7	0.73	18. Develops logical, workable plans for him/herself and others	[Bar chart showing S:6.0 at 6 and N:4.4 at ~4.5]					
S:6.0 N:4.4	1 7	0.73	22. Manages his/her own time effectively	[Bar chart showing S:6.0 at 6 and N:4.4 at ~4.5]					
S:5.0 N:4.4	1 7	0.69	24. Adapts quickly to new approaches and ways of doing things	[Bar chart showing S:5.0 at 5 and N:4.4 at ~4.5]					

BEHAVIOR RANKINGS

In this section the average ratings given by you and all your “Non-self” feedback providers for each behavior are shown, along with a count of the number of ratings and an indication of the level of agreement among the feedback providers (0.5 or above indicates “good” agreement and above 0.75 indicates “excellent” agreement). The behaviors are sequenced in descending order based on the average “Non-self” rating.

Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior
			1 2 3 4 5 6
S:5.0	1		28. Takes action when it is needed without waiting to be asked
N:4.4	7	0.73	
S:5.0	1		52. Keeps customers informed about progress on what he/she is doing for them
N:4.4	7	0.73	
S:5.0	1		54. Prioritizes effectively; focuses on the right things
N:4.4	7	0.73	
S:5.0	1		60. Displays a good understanding of the organization's business and the industry in which we operate
N:4.4	7	0.78	
S:5.0	1		62. Stays abreast of the moves of key competitors
N:4.4	7	0.78	
S:5.0	1		65. Acknowledges the contributions and efforts of others
N:4.4	7	0.73	
S:5.0	1		66. Recognizes and rewards excellent performance
N:4.4	7	0.69	
S:5.0	1		12. Attentive; genuinely listens to others
N:4.3	7	0.65	
S:5.0	1		19. Is prepared; creates contingency plans to deal with potential problems
N:4.3	7	0.74	

BEHAVIOR RANKINGS

In this section the average ratings given by you and all your “Non-self” feedback providers for each behavior are shown, along with a count of the number of ratings and an indication of the level of agreement among the feedback providers (0.5 or above indicates “good” agreement and above 0.75 indicates “excellent” agreement). The behaviors are sequenced in descending order based on the average “Non-self” rating.

Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior						
				1	2	3	4	5	6
S:5.0	1		21. Regularly reviews progress against objectives						
N:4.3	7	0.69							
S:6.0	1		29. Is proactive; anticipates what is needed and takes prompt action						
N:4.3	7	0.74							
S:6.0	1		30. Looks for ways to overcome obstacles or solve problems						
N:4.3	7	0.69							
S:6.0	1		43. Works cooperatively with other people and groups across the organization						
N:4.3	7	0.69							
S:4.0	1		61. Shows awareness of how external events, trends, and situations can affect the organization						
N:4.3	7	0.79							
S:5.0	1		73. Stays up-to-date on changes in the profession that are important to his/her job						
N:4.3	7	0.69							
S:5.0	1		74. Sets an example of continuous learning by participating in professional and personal development efforts						
N:4.3	7	0.74							
S:5.0	1		2. Accepts responsibility for mistakes and learns from them						
N:4.1	7	0.70							

BEHAVIOR RANKINGS

In this section the average ratings given by you and all your “Non-self” feedback providers for each behavior are shown, along with a count of the number of ratings and an indication of the level of agreement among the feedback providers (0.5 or above indicates “good” agreement and above 0.75 indicates “excellent” agreement). The behaviors are sequenced in descending order based on the average “Non-self” rating.

Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior						
				1	2	3	4	5	6
S:4.0	1		10. Is decisive; makes quality, timely decisions when required, even with limited information						
N:4.1	7	0.66							
S:5.0	1		42. Relates well with people of various educational levels, backgrounds and experiences						
N:4.1	7	0.63							
S:6.0	1		46. Supports and complies with team decisions; does not undermine them						
N:4.1	7	0.70							
S:4.0	1		47. Handles conflicts quickly and gracefully, before they become too big to resolve						
N:4.1	7	0.66							
S:5.0	1		49. Goes above and beyond to respond to customers and deliver according to their requirements						
N:4.1	7	0.70							
S:6.0	1		51. Deals positively with customer questions or complaints						
N:4.1	7	0.75							
S:5.0	1		7. Gets necessary stakeholders involved when making decisions						
N:4.0	7	0.68							
S:5.0	1		14. Communicates clearly and effectively in writing						
N:4.0	7	0.72							

BEHAVIOR RANKINGS

In this section the average ratings given by you and all your “Non-self” feedback providers for each behavior are shown, along with a count of the number of ratings and an indication of the level of agreement among the feedback providers (0.5 or above indicates “good” agreement and above 0.75 indicates “excellent” agreement). The behaviors are sequenced in descending order based on the average “Non-self” rating.

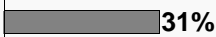
Note: “S” stands for “Self”. “N” stands for the group or “Non-self.” This is all feedback providers other than self.

Rating	Count	Agreement	Behavior						
				1	2	3	4	5	6
S:5.0	1	0.72	31. Seizes opportunities when they arise						
N:4.0	7								
S:5.0	1	0.68	57. Has a sense of urgency; acts promptly to address performance shortfalls						
N:4.0	7								
S:4.0	1	0.72	71. Exhibits mastery of the role's functional/technical requirements						
N:4.0	7								
S:4.0	1	0.79	1. Keeps promises and honors commitments						
N:3.7	7								

GAPS IN PERCEPTION

Each table below highlights differences between your self-ratings and those given by each rater group. The bars at the top of each column represent the percentage of items on which your own ratings differed significantly from those provided by your raters. The longer the bars, the greater the gap in perception between you and your raters. The **right-hand column** in each table shows the percentage of items which you rated significantly **higher** than did the raters in each respective rater group, and represent possible “**blind spots**” for you. The **left-hand column** in each table shows the percentage of items which you rated significantly **lower** than did each rater group, and represent possible “**hidden strengths**.” Up to five items may be shown in each column – and these are the items on which there was the greatest difference in perception for each rater group. Note that **only items with a rating difference of greater than 1.0 will be shown**.

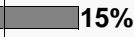
You and your leaders/managers

% Items which you rated lower	% Items which you rated higher
3%	 31%

Items which you rated higher

- 15. Delivers effective presentations
- 18. Develops logical, workable plans for him/herself and others
- 3. Handles confidential information with discretion
- 51. Deals positively with customer questions or complaints
- 56. Knows what's happening; monitors performance against plans

You and your peers/colleagues

% Items which you rated lower	% Items which you rated higher
3%	 15%

Items which you rated lower

- 34. Asks for feedback and acts on it
- 50. Successfully balances customer and organizational needs

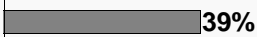
Items which you rated higher

- 29. Is proactive; anticipates what is needed and takes prompt action
- 15. Delivers effective presentations
- 20. Secures the resources and information needed to achieve objectives
- 22. Manages his/her own time effectively
- 30. Looks for ways to overcome obstacles or solve problems

GAPS IN PERCEPTION

Each table below highlights differences between your self-ratings and those given by each rater group. The bars at the top of each column represent the percentage of items on which your own ratings differed significantly from those provided by your raters. The longer the bars, the greater the gap in perception between you and your raters. The **right-hand column** in each table shows the percentage of items which you rated significantly **higher** than did the raters in each respective rater group, and represent possible “**blind spots**” for you. The **left-hand column** in each table shows the percentage of items which you rated significantly **lower** than did each rater group, and represent possible “**hidden strengths.**” Up to five items may be shown in each column – and these are the items on which there was the greatest difference in perception for each rater group. Note that **only items with a rating difference of greater than 1.0 will be shown.**

You and your direct reports

% Items which you rated lower	% Items which you rated higher
	 39%

Items which you rated higher

- 46. Supports and complies with team decisions; does not undermine them
- 17. Communicates even complex information in a way that others can understand
- 30. Looks for ways to overcome obstacles or solve problems
- 4. Behaves in an ethical manner that is consistent with all organizational policies and values
- 43. Works cooperatively with other people and groups across the organization



DERAILER REPORT

DERAILER REPORT

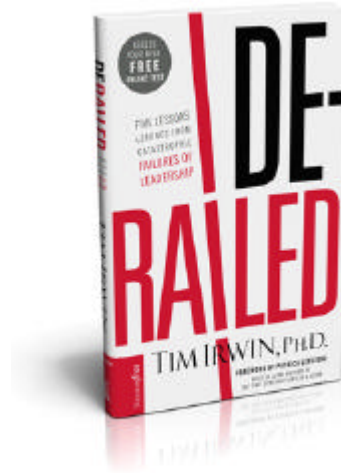
This section graphically shows the ratings provided by each rater group for the “derailers.”

As explained in the introduction to the report, the derailers measured by enVision.360® are character-based behaviors that, unchecked, have the potential to lead to performance issues. [See the book *Derailed: Five Lessons Learned from Catastrophic Failures of Leadership* for more information about these derailers and their importance to performance. (Irwin, T. 2009. Nashville, TN: Thomas Nelson.)]

Please note that these items are what are termed “reverse-scored” items. Here (unlike in the “competency” section that you just examined), lower scores are more desirable.

Raters were asked to evaluate the derailers on two dimensions:

- a. The extent to which they agree that the statement is characteristic of your behaviors. The rating scale used for this question was:
 - 1 – Strongly disagree
 - 2 – Disagree
 - 3 – Tend to disagree
 - 4 – Tend to agree
 - 5 – Agree
 - 6 – Strongly agree
 - N – Not rated
- b. The extent to which your exhibition of the behavior has the potential to affect your overall job performance. The rating scale used for this question was:
 - 1 – Not at all
 - 2 – To a little extent
 - 3 – To a moderate extent
 - 4 – To a great extent
 - N – Not rated



The scattergrams presented represent the average ratings by your feedback raters for each of the behaviors. Here, too, each rater group is shown in its own scattergram. Because of the reverse scoring of the items, in these scattergrams the areas for further exploration show up in the upper right quadrant (highly characteristic of you, and with a high potential to affect overall job performance). Areas of least concern as far as potential derailment issues are shown in the lower left quadrant (less characteristic of you, and low potential to affect overall job performance).

Results will be presented graphically in this section; detailed ratings may be found in the appendix.

DERAILER REPORT

The derail items shown on each scattergram are as follow:

Lack of Authenticity

75. Does not accept feedback graciously; is defensive
76. Does not admit when s/he has made a mistake
77. Is not able to laugh at him/herself
78. Operates with hidden agendas; is not straightforward about his/her true intentions or motivations
79. Would lie
80. Says one thing and does another

Lack of Self-Management

81. Does not control his/her emotions (i.e., anger, frustration) effectively under stress
82. Does not remain focused and productive under pressure
83. Becomes pessimistic in the face of obstacles or setbacks
84. Becomes frustrated with interruptions or disappointments
85. Becomes paralyzed under uncertain or ambiguous situations
86. Makes decisions impulsively; fails to gather sufficient information or input

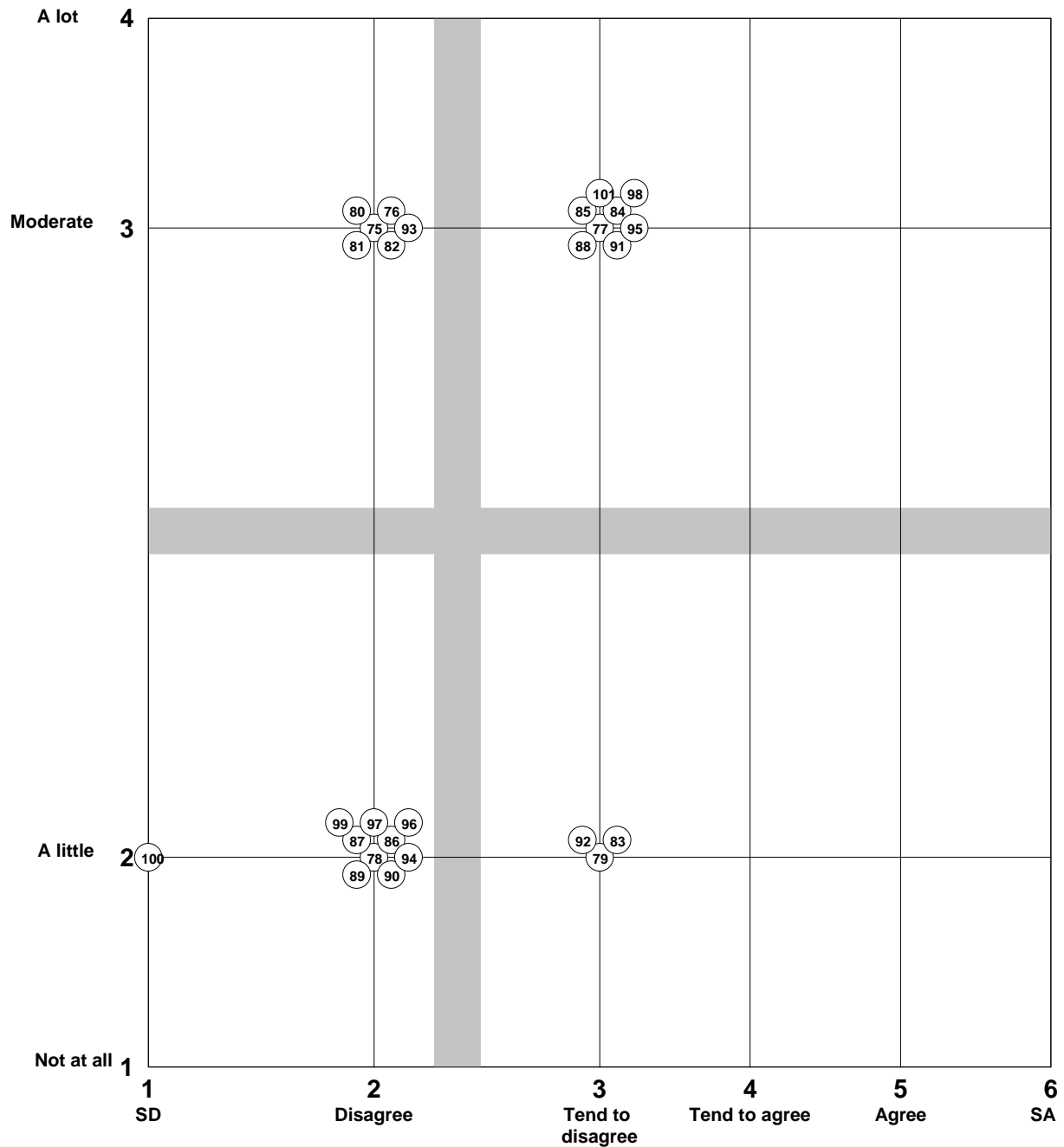
Lack of Humility

87. Has to be right
88. Is overly demanding
89. Is patronizing or condescending
90. Doesn't listen
91. Is disrespectful to others
92. Self-centered; is only interested in what's in it for him/her
93. Has to have the last word
94. Takes credit for the ideas or contributions of others

Lack of Courage

95. Avoids necessary confrontation or conflict
96. Avoids taking reasonable risks to achieve goals
97. Would not speak up if s/he saw an ethical violation
98. Does not allow people the freedom to make meaningful decisions
99. Would not speak up if s/he disagreed with the boss
100. Needs approval from others in order to move ahead – even on relatively minor issues
101. Micromanages

MAP OF DERAILERS BY MANAGER(S)



*The vertical scale (1 - 4) presents the potential for the derail to affect your job performance. The scale used is:

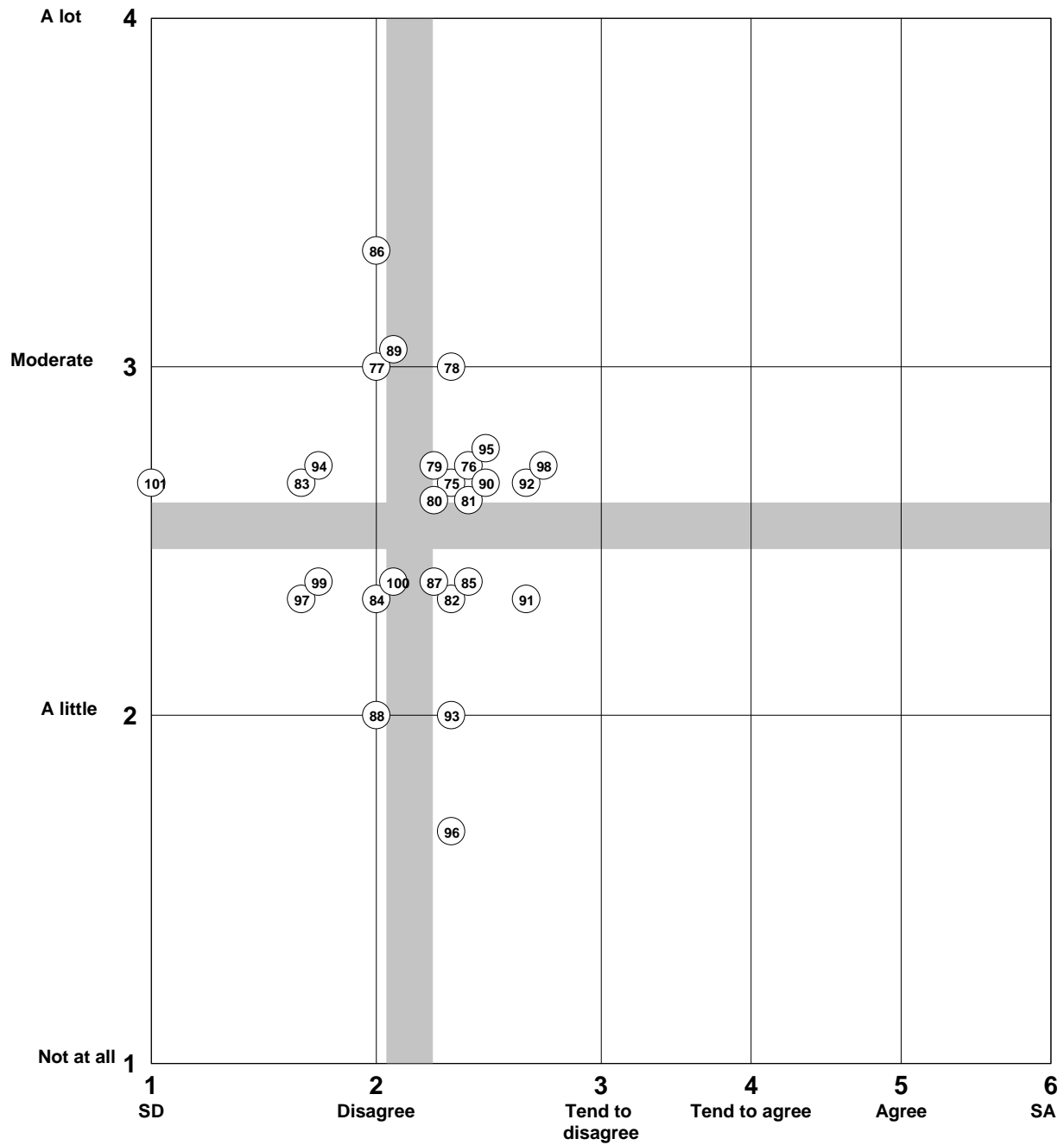
(1 - Not at all; 2 - To a little extent; 3 - To a moderate extent; 4 - To a great extent)

*The horizontal scale (1 - 6) presents the perceptions of how characteristic the derail is of your day-to-day behavior. The scale used here is:

(1 - Strongly disagree; 2 - Disagree; 3 - Tend to disagree; 4 - Tend to agree; 5 - Agree; 6 - Strongly agree)

Items in the upper right quadrant represent potential development needs. Areas of least concern as potential derailment issues are shown in the lower left quadrant.

MAP OF DERAILERS BY PEERS/COLLEAGUES



*The vertical scale (1 - 4) presents the potential for the derail to affect your job performance. The scale used is:

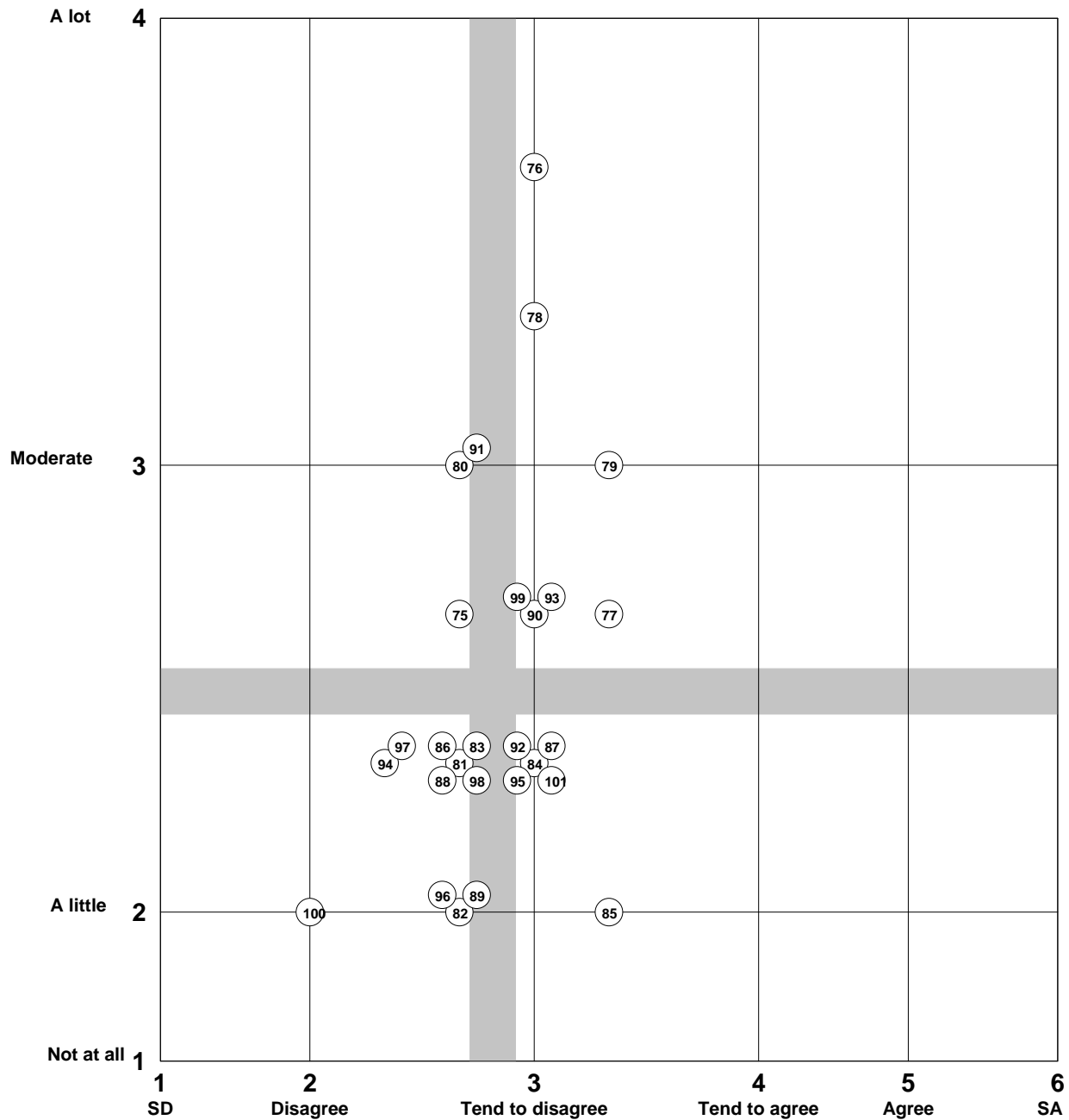
(1 - Not at all; 2 - To a little extent; 3 - To a moderate extent; 4 - To a great extent)

*The horizontal scale (1 - 6) presents the perceptions of how characteristic the derail is of your day-to-day behavior. The scale used here is:

(1 - Strongly disagree; 2 - Disagree; 3 - Tend to disagree; 4 - Tend to agree; 5 - Agree; 6 - Strongly agree)

Items in the upper right quadrant represent potential development needs. Areas of least concern as potential derailment issues are shown in the lower left quadrant.

MAP OF DERAILERS BY DIRECT REPORTS



*The vertical scale (1 - 4) presents the potential for the derail to affect your job performance. The scale used is:

(1 - Not at all; 2 - To a little extent; 3 - To a moderate extent; 4 - To a great extent)

*The horizontal scale (1 - 6) presents the perceptions of how characteristic the derail is of your day-to-day behavior. The scale used here is:

(1 - Strongly disagree; 2 - Disagree; 3 - Tend to disagree; 4 - Tend to agree; 5 - Agree; 6 - Strongly agree)

Items in the upper right quadrant represent potential development needs. Areas of least concern as potential derailment issues are shown in the lower left quadrant.



COMMENTS

COMMENTS

Working with comments

On the following page(s) you will find a transcription of any additional input (narrative comments) added by feedback providers. It is important, therefore, that you set the comments in the right context, for example:

1. Do not overreact to any one comment (positive or negative).

The comment may have been triggered by a specific situation or incident.

Ask yourself, "Why might someone have said that about me? What do I do?"

2. Don't read too much into what is written.

The author may have used short, punchy, even abrupt, wording in her/his haste to finish the questionnaire.

Ask yourself, "How else might someone have meant me to interpret this comment?"

3. Look for patterns – while the actual words used by people may be different, are there any apparent underlying themes?

Ask yourself "What is the key message people appear to be giving me?"

4. Do the comments match the ratings? Look to see if the comments help to explain the ratings. If not, have you understood correctly what has been written?

Ask yourself, "Why would people who have rated me this way, have written these comments?"

5. Use the comments to find ideas for improvement.

What suggestions do they include that you could take action on?

6. Don't reject ideas out of hand.

Even if you don't like or agree with a suggestion, still ask yourself "How could I make use of this idea, possibly in a different form?"

COMMENTS

Your colleagues were asked to provide comments about your performance and to support their ratings. These comments appear as they were given. Each comment is marked to indicate the rater group which provided it, using the following key:

- (M) Ldr/Mgr
- (P) Peers/Coll
- (R) Direct Report
- (O) Others
- (X) "Merged" (if sources have been merged to protect data)
- (S) Self (if applicable)

What one or two behaviors does this person need to START displaying or DO MORE OF in order to improve his/her overall job performance?

(P) Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

What one or two behaviors does this person need to STOP doing or DO LESS OF in order to improve his/her overall job performance?

(P) Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

What one or two behaviors should this person CONTINUE to display in order to maintain his/her overall job performance?

(P) Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Is this person a positive role model for you? Why or why not?

(P) Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

NOW WHAT?

DEVELOPMENT PLANNING

NEXT STEPS

Now that you have examined your enVision.360[®] feedback report, you can move towards the real payoff: actually maximizing your strengths and tackling your development needs.

FIRST IMPRESSIONS

Clearly you will want to review your report in detail and let it all sink in, but what are your first impressions now that you have seen your report?

What, if anything, were you surprised by?

What emerged as your strengths?

What about your improvement areas?

DEVELOPMENT PLANNING

ISSUES TO EXPLORE WITH YOUR COLLEAGUES

There might be issues that you would like to explore further with your colleagues. Use this page to identify what they are.

Issues to discuss with your Manager:

Issues to discuss with your Direct Reports:

Issues to discuss with Peers/Colleagues:

Issues to discuss with Others:

How will you obtain their input?

DEVELOPMENT PLANNING

DEVELOPMENT PLAN

Once you have reviewed your report in detail and obtained the clarification that you need from others on particular issues, you are ready to prioritize what you want to work on.

STRENGTHS

Your strengths are particularly important in identifying development strategies and often get overlooked. By leveraging your strengths, e.g., coaching others, continuing to develop your expertise etc., you can increase your career growth potential as well as your value to your organization.

Strengths are likely to be among those items that were rated *high* by feedback providers, as well as behaviors in the “continue section” of the “Comments.” To identify critical strengths, consider the following questions:

- What additional feedback have you received in these areas, e.g., through performance reviews, comments from clients, previous 360 data, etc.?
- What strengths are the most feasible to apply in your current job *and* most likely to be supported by your manager?
- What strengths do you find particularly satisfying? (These are the ones in which you are likely to invest the most energy.)

Note your priority strengths here: (typically no more than 1 or 2)

DEVELOPMENT PLANNING

DEVELOPMENT PLAN

Once you have reviewed your report in detail and obtained the clarification that you need from others on particular issues, you are ready to prioritize what you want to work on.

IMPROVEMENT AREAS

While an improvement area may be broader than a specific item, it will be useful to identify those items that were rated *lower* than others, as well as behaviors in the “start” and “stop” sections of the “Comments” section. Although your 360 assessments by others are key criteria in determining your development needs, you should weigh other factors as well. Consider the following questions before making your final list:

- How did you rate yourself?
- What additional feedback have you received about your development priorities, e.g., through performance reviews, comments from clients, previous 360 data, etc.?
- Which areas will have the greatest impact on your effectiveness?
- What areas are the most feasible to develop? (How realistic will it be for you to implement a strategy to develop this area and make progress in it?)
- What development priorities will receive the greatest support from your manager and the organization? (If in doubt, consult your manager for advice, since a supportive environment plays an important role in development planning.)

Note your priority improvement areas here: (typically no more than 1 or 2)

DEVELOPMENT PLANNING

DEVELOPMENT PLAN

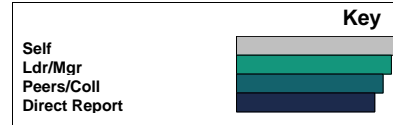
Area of Focus	What will I do in order to grow?	How will I measure progress?	What are my key milestones / deadline dates?



APPENDICES

COMPETENCIES: RATINGS BY RATER GROUP

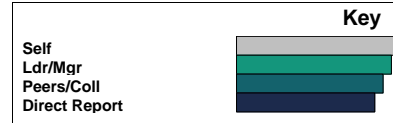
This section provides item-level detail. It shows the average performance ratings given by you and by each rater group for each item. For each item, the actual ratings given are also shown. The symbol ▶ indicates that your raters expressed a wide range of views. A dash (-) in the "Actual Scores" column indicates that a respondent either did not respond to the item or selected "NA."



Behaviors for: Earns Trust and Confidence	Low 1 _____ High 6	Actual Scores
1. Keeps promises and honors commitments	4.0 4.0 4.0 ▶ 3.3	4 4 4 4 4 4 4 2
2. Accepts responsibility for mistakes and learns from them	5.0 4.0 4.7 ▶ 3.7	5 4 5 4 5 4 5 2
3. Handles confidential information with discretion	6.0 3.0 5.3 ▶ 4.7	6 3 5 6 5 3 6 5
4. Behaves in an ethical manner that is consistent with all organizational policies and values	6.0 4.0 5.0 ▶ 4.0	6 4 4 6 5 6 2 4
5. Is a role model; inspires people to higher levels of performance through the example that s/he sets	5.0 3.0 5.3 4.0	5 3 5 6 5 5 4 3
6. Is accountable -- does not avoid issues or evade responsibility	4.0 5.0 4.3 ▶ 4.7	4 5 4 5 4 3 6 5
Earns Trust and Confidence	5.0 3.8 4.8 4.1	

COMPETENCIES: RATINGS BY RATER GROUP

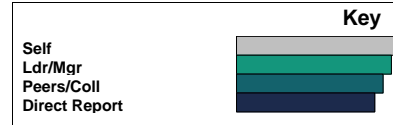
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Behaviors for:	Low 1 _____ High 6	Actual Scores
Makes Sound and Courageous Decisions		
7. Gets necessary stakeholders involved when making decisions	5.0 3.0 4.7 ▶ 3.7	 5 3 5 5 4 2 5 4
8. Gathers appropriate information before making decisions	5.0 4.0 ▶ 4.7 ▶ 4.3	 5 4 4 6 4 5 3 5
9. Makes sense of complex information; sees patterns, trends, and linkages	6.0 4.0 4.7 ▶ 4.3	 6 4 4 5 5 4 3 6
10. Is decisive; makes quality, timely decisions when required, even with limited information	4.0 3.0 4.7 ▶ 4.0	 4 3 5 5 4 2 5 5
11. Makes difficult decisions that are in the best interests of the organization	5.0 4.0 4.7 ▶ 4.7	 5 4 5 4 5 3 6 5
Makes Sound and Courageous Decisions	5.0 3.6 4.7 4.2	

COMPETENCIES: RATINGS BY RATER GROUP

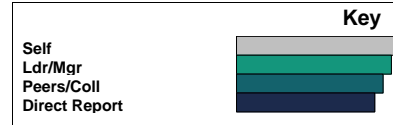
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Behaviors for: Communicates Openly	Low 1 _____ High 6	Actual Scores
12. Attentive; genuinely listens to others	5.0 4.0 4.7 ▶ 4.0	5 4 4 5 5 6 4 2
13. Shares information with those who need it	6.0 5.0 5.0 ▶ 4.3	6 5 6 4 5 5 5 3
14. Communicates clearly and effectively in writing	5.0 4.0 4.7 ▶ 3.3	5 4 5 5 4 4 2 4
15. Delivers effective presentations	6.0 3.0 4.7 ▶ 4.7	6 3 4 5 5 5 6 3
16. Communicates openly and honestly; is as candid as possible without revealing sensitive information	5.0 4.0 5.0 ▶ 4.7	5 4 6 5 4 6 3 5
17. Communicates even complex information in a way that others can understand	6.0 4.0 5.0 4.0	6 4 5 4 6 3 5 4
Communicates Openly	5.5 4.0 4.8 4.2	

COMPETENCIES: RATINGS BY RATER GROUP

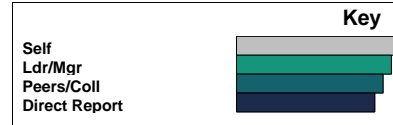
This section provides item-level detail. It shows the average performance ratings given by you and by each rater group for each item. For each item, the actual ratings given are also shown. The symbol ▶ indicates that your raters expressed a wide range of views. A dash (-) in the "Actual Scores" column indicates that a respondent either did not respond to the item or selected "NA."



Behaviors for:	Low 1 _____ High 6	Actual Scores
Plans and Organizes		
18. Develops logical, workable plans for him/herself and others	6.0 3.0 5.0 ▶ 4.3	6 3 5 5 5 5 3 5
19. Is prepared; creates contingency plans to deal with potential problems	5.0 4.0 5.0 3.7	5 4 4 5 6 4 3 4
20. Secures the resources and information needed to achieve objectives	6.0 5.0 4.7 ▶ 4.3	6 5 5 4 5 5 3 5
21. Regularly reviews progress against objectives	5.0 3.0 4.7 ▶ 4.3	5 3 4 5 5 6 3 4
22. Manages his/her own time effectively	6.0 4.0 ▶ 4.7 ▶ 4.3	6 4 6 4 4 5 5 3
Plans and Organizes	5.6 3.8 4.8 4.2	

COMPETENCIES: RATINGS BY RATER GROUP

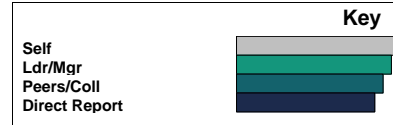
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Behaviors for: Displays Personal Agility	Low 1 _____ High 6	Actual Scores
23. Stays calm and constructive, even in the face of opposition or hostility	6.0 4.0 5.0 ▶ 5.0	6 4 5 5 5 6 6 3
24. Adapts quickly to new approaches and ways of doing things	5.0 4.0 5.0 ▶ 4.0	5 4 5 5 5 2 5 5
25. Is optimistic and resilient; responds positively and flexibly to difficulties or obstacles	5.0 3.0 5.7 4.0	5 3 6 5 6 4 3 5
26. Adjusts his/her approach to meet the needs of different people and situations	6.0 4.0 5.0 ▶ 4.3	6 4 5 5 5 6 5 2
27. Respects different or opposing perspectives	5.0 4.0 5.0 ▶ 4.7	5 4 5 5 5 3 6 5
Displays Personal Agility	5.4 3.8 5.1 4.4	

COMPETENCIES: RATINGS BY RATER GROUP

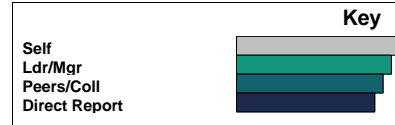
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Behaviors for: Takes Initiative	Low 1 _____ High 6	Actual Scores
28. Takes action when it is needed without waiting to be asked	5.0	5 5 5 6 4 3 4 4
29. Is proactive; anticipates what is needed and takes prompt action	6.0	6 4 4 5 4 3 4 6
30. Looks for ways to overcome obstacles or solve problems	6.0	6 4 5 4 5 2 5 5
31. Seizes opportunities when they arise	5.0	5 5 4 4 4 2 4 5
32. Looks for ways to make a contribution to the organization	6.0	6 4 5 6 4 4 6 3
Takes Initiative	5.6	

COMPETENCIES: RATINGS BY RATER GROUP

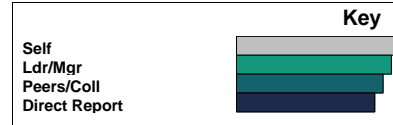
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Behaviors for: Is Committed to Self-Development	Low 1 _____ High 6	Actual Scores
33. Self-aware; knows his/her development needs and takes steps to address them	5.0 5.0 5.3 ▶ 4.3	5 5 6 5 5 5 3 5
34. Asks for feedback and acts on it	4.0 4.0 5.3 ▶ 4.0	4 4 5 6 5 5 2 5
35. Seeks out new professional challenges in order to grow	5.0 3.0 5.3 ▶ 4.3	5 3 5 5 6 5 5 3
Is Committed to Self-Development	4.7 4.0 5.3 4.2	

COMPETENCIES: RATINGS BY RATER GROUP

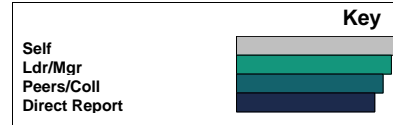
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Behaviors for: Exhibits Creativity	Low 1 _____ High 6	Actual Scores
36. Challenges the status quo; aggressively resists "We've always done it this way"	5.0 4.0 4.7 ▶ 4.7	5 4 4 5 5 3 5 6
37. Generates fresh and innovative ideas	5.0 4.0 4.7 ▶ 4.7	5 4 4 5 5 3 5 6
38. Is open to new ideas and tries to use them	5.0 5.0 4.7 ▶ 4.3	5 5 5 5 4 3 5 5
39. Encourages others to share improvement areas	5.0 4.0 4.3 ▶ 5.0	5 4 5 4 4 6 3 6
40. Accepts and builds upon the ideas and input of others	5.0 5.0 4.7 ▶ 4.3	5 5 4 5 5 5 3 5
Exhibits Creativity	5.0 4.4 4.6 4.6	

COMPETENCIES: RATINGS BY RATER GROUP

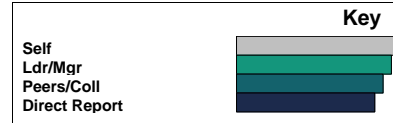
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Behaviors for:	Low 1 _____ High 6	Actual Scores
Collaborates Productively		
41. Treats others with dignity and respect, regardless of background or position	4.0 4.0 4.7 ▶ 4.7	4 4 4 5 5 5 3 6
42. Relates well with people of various educational levels, backgrounds and experiences	5.0 3.0 5.0 ▶ 3.7	5 3 6 5 4 5 4 2
43. Works cooperatively with other people and groups across the organization	6.0 4.0 4.7 ▶ 4.0	6 4 4 5 5 5 5 2
44. Involves others in decisions that affect them	4.0 5.0 4.7 ▶ 5.0	4 5 5 4 5 3 6 6
45. Contributes to a collaborative team environment	5.0 4.0 5.0 ▶ 4.7	5 4 4 5 6 5 6 3
46. Supports and complies with team decisions; does not undermine them	6.0 4.0 4.7 ▶ 3.7	6 4 5 5 4 2 4 5
47. Handles conflicts quickly and gracefully, before they become too big to resolve	4.0 3.0 4.7 ▶ 4.0	4 3 4 5 5 5 2 5
Collaborates Productively	4.9 3.9 4.8 4.2	

COMPETENCIES: RATINGS BY RATER GROUP

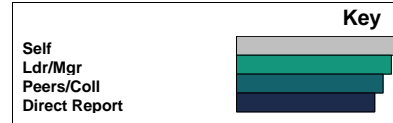
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Behaviors for: Focuses on Customers	Low 1 _____ High 6	Actual Scores
48. Actively studies the needs and wants of customers and prospective customers	6.0 4.0 4.7 ▶ 4.7	6 4 5 5 4 3 6 5
49. Goes above and beyond to respond to customers and deliver according to their requirements	5.0 5.0 4.0 ▶ 4.0	5 5 4 4 4 5 2 5
50. Successfully balances customer and organizational needs	4.0 4.0 5.3 ▶ 4.3	4 4 6 5 5 6 2 5
51. Deals positively with customer questions or complaints	6.0 3.0 4.7 4.0	6 3 4 5 5 3 4 5
52. Keeps customers informed about progress on what he/she is doing for them	5.0 4.0 4.3 ▶ 4.7	5 4 4 5 4 3 6 5
53. Manages customer expectations effectively	4.0 4.0 5.0 ▶ 4.7	4 4 5 5 5 3 6 5
Focuses on Customers	5.0 4.0 4.7 4.4	

COMPETENCIES: RATINGS BY RATER GROUP

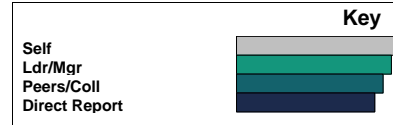
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Behaviors for: Delivers Excellence	Low 1 _____ High 6	Actual Scores
54. Prioritizes effectively; focuses on the right things	5.0 4.0 5.3 3.7	5 4 6 5 5 3 4 4
55. Obtains resources (e.g., time, people, money) effectively to deliver desired results	5.0 5.0 5.0 ▶ 4.0	5 5 5 5 5 5 5 2
56. Knows what's happening; monitors performance against plans	6.0 3.0 5.0 ▶ 5.0	6 3 6 5 4 6 3 6
57. Has a sense of urgency; acts promptly to address performance shortfalls	5.0 4.0 ▶ 4.7 ▶ 3.3	5 4 4 6 4 2 4 4
58. Is persistent and tenacious; goes above and beyond to achieve objectives	6.0 5.0 5.0 ▶ 4.0	6 5 5 5 5 2 5 5
59. Consistently achieves high-quality results	5.0 4.0 5.7 ▶ 5.0	5 4 5 6 6 3 6 6
Delivers Excellence	5.3 4.2 5.1 4.2	

COMPETENCIES: RATINGS BY RATER GROUP

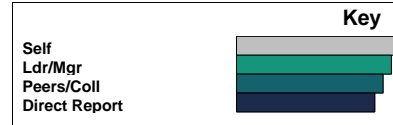
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Behaviors for: Understands the Business	Low 1 _____ High 6	Actual Scores
60. Displays a good understanding of the organization's business and the industry in which we operate	5.0 5.0 4.3 ▶ 4.3	5 5 5 4 4 5 5 3
61. Shows awareness of how external events, trends, and situations can affect the organization	4.0 4.0 4.3 ▶ 4.3	4 4 5 4 4 3 5 5
62. Stays abreast of the moves of key competitors	5.0 4.0 4.7 ▶ 4.3	5 4 5 4 5 5 3 5
Understands the Business	4.7 4.3 4.4 4.3	

COMPETENCIES: RATINGS BY RATER GROUP

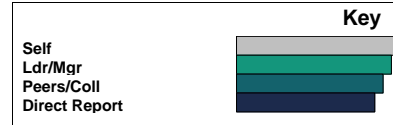
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Behaviors for: Creates Focus and Direction	Low 1 _____ High 6	Actual Scores
63. Ensures that his/her efforts are aligned and focused on delivering the organization's mission and vision	6.0 5.0 4.7 ▶ 4.3	6 5 5 4 5 5 2 6
64. Develops plans that effectively balance short-term needs with long-term objectives	6.0 5.0 5.0 ▶ 4.0	6 5 5 5 5 5 2 5
Creates Focus and Direction	6.0 5.0 4.8 4.2	

COMPETENCIES: RATINGS BY RATER GROUP

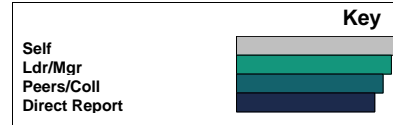
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Behaviors for: Engages and Motivates Others	Low 1 _____ High 6	Actual Scores
65. Acknowledges the contributions and efforts of others	5.0	5 4 6 5 4 5 4 3
66. Recognizes and rewards excellent performance	5.0	5 4 4 6 4 6 3 4
Engages and Motivates Others	5.0	

COMPETENCIES: RATINGS BY RATER GROUP

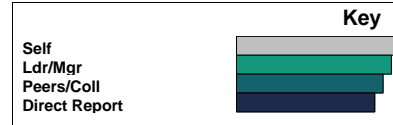
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Behaviors for: Leads Change	Low 1 _____ High 6	Actual Scores
67. Challenges existing practices to seek better ways of doing things	5.0 5.0 4.7 ▶ 4.7	5 5 4 5 5 3 5 6
68. Helps others to embrace positive change	5.0 5.0 4.7 ▶ 4.7	5 5 4 5 5 6 5 3
69. Involves others in planning and implementing changes that affect them	5.0 5.0 4.7 ▶ 4.7	5 5 4 5 5 5 3 6
Leads Change	5.0 5.0 4.7 4.7	

COMPETENCIES: RATINGS BY RATER GROUP

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Behaviors for: Functional/Technical Competencies	Low 1 _____ High 6	Actual Scores
70. Has the functional/technical knowledge and skill to be credible in his/her role	4.0 4.0 4.7 ▶ 4.7	4 4 5 4 5 6 5 3
71. Exhibits mastery of the role's functional/technical requirements	4.0 4.0 4.0 ▶ 4.0	4 4 4 4 4 5 2 5
72. Can serve as a resource for others due to his/her functional/technical expertise	5.0 4.0 5.0 ▶ 4.3	5 4 5 5 5 3 5 5
73. Stays up-to-date on changes in the profession that are important to his/her job	5.0 4.0 4.7 ▶ 4.0	5 4 5 5 4 5 5 2
74. Sets an example of continuous learning by participating in professional and personal development efforts	5.0 4.0 4.0 ▶ 4.7	5 4 4 4 4 5 3 6
Functional/Technical Competencies	4.6 4.0 4.5 4.3	

DERAILERS: RATINGS BY RATER GROUP

The tables below highlight the spread of importance and performance ratings provided by you and your feedback providers for each derail item. Each individual rating is shown. A dash (-) indicates that no rating was provided on this behavior. The text of some behaviors may have been truncated to fit the space available. The full text of each behavior appears in the Questionnaire section of the report.

Behaviors for:	Affects Performance?						Displays Characteristic?					
	Self	Ldr/Mgr	Peers/Coll	Direct Report			Self	Ldr/Mgr	Peers/Coll	Direct Report		
75. Does not accept feedback graciously; is defensive	2	3	2 3 3	2.7	3 3 2	2.7	3	2	2 3 2	2.3	2 4 2	2.7
76. Does not admit when s/he has made a mistake	1	3	2 4 2	2.7	3 4 4	3.7	2	2	2 2 3	2.3	3 4 2	3.0
77. Is not able to laugh at him/herself	2	3	3 3 3	3.0	3 2 3	2.7	2	3	1 3 2	2.0	2 3 5	3.3
78. Operates with hidden agendas; is not	2	2	2 4 3	3.0	3 4 3	3.3	2	2	3 2 2	2.3	3 4 2	3.0
79. Would lie	1	2	3 4 1	2.7	2 4 3	3.0	1	3	3 3 1	2.3	3 5 2	3.3
80. Says one thing and does another	1	3	3 3 2	2.7	3 3 3	3.0	1	2	2 3 2	2.3	2 4 2	2.7
Lack of Authenticity	1.5	2.7		2.8		3.1	1.8	2.3		2.3		3.0
81. Does not control his/her emotions (i.e., anger,	2	3	3 2 3	2.7	3 3 1	2.3	2	2	3 2 2	2.3	2 2 4	2.7
82. Does not remain focused and productive under pressure	2	3	3 1 3	2.3	2 3 1	2.0	2	2	2 3 2	2.3	2 2 4	2.7
83. Becomes pessimistic in the face of obstacles or setbacks	1	2	2 2 4	2.7	3 1 3	2.3	1	3	1 3 1	1.7	2 1 5	2.7
84. Becomes frustrated with interruptions or	1	3	3 3 1	2.3	3 1 3	2.3	2	3	2 3 1	2.0	5 2 2	3.0
85. Becomes paralyzed under uncertain or ambiguous	2	3	3 1 3	2.3	3 1 2	2.0	1	3	2 3 2	2.3	2 5 3	3.3
86. Makes decisions impulsively; fails to gather sufficient	2	2	4 4 2	3.3	3 1 3	2.3	1	2	2 2 2	2.0	2 2 4	2.7
Lack of Self-Management	1.7	2.7		2.6		2.2	1.5	2.5		2.1		2.8
87. Has to be right	2	2	2 3 2	2.3	3 1 3	2.3	1	2	2 2 3	2.3	5 1 3	3.0
88. Is overly demanding	1	3	3 2 1	2.0	3 1 3	2.3	2	3	2 2 2	2.0	1 2 5	2.7
89. Is patronizing or condescending	1	2	2 4 3	3.0	2 2 2	2.0	2	2	1 1 4	2.0	2 2 4	2.7
90. Doesn't listen	2	2	4 2 2	2.7	3 1 4	2.7	1	2	3 2 2	2.3	1 3 5	3.0
91. Is disrespectful to others	2	3	1 3 3	2.3	4 3 2	3.0	2	3	3 3 2	2.7	4 2 2	2.7
92. Self-centered; is only interested in what's in it for	1	2	4 2 2	2.7	2 2 3	2.3	1	3	2 4 2	2.7	2 5 2	3.0
93. Has to have the last word	2	3	3 1 2	2.0	3 1 4	2.7	1	2	3 2 2	2.3	3 5 1	3.0
94. Takes credit for the ideas or contributions of others	1	2	2 3 3	2.7	1 3 3	2.3	2	2	1 2 2	1.7	1 4 2	2.3
Lack of Humility	1.5	2.4		2.5		2.5	1.5	2.4		2.3		2.8

DERAILERS: RATINGS BY RATER GROUP

The tables below highlight the spread of importance and performance ratings provided by you and your feedback providers for each derail item. Each individual rating is shown. A dash (-) indicates that no rating was provided on this behavior. The text of some behaviors may have been truncated to fit the space available. The full text of each behavior appears in the Questionnaire section of the report.

Behaviors for:	Affects Performance?						Displays Characteristic?					
	Self	Ldr/Mgr	Peers/Coll	Direct	Report		Self	Ldr/Mgr	Peers/Coll	Direct	Report	
95. Avoids necessary confrontation or conflict	2	3	3 2 3	2.7	3 2 2	2.3	2	3	2 3 2	2.3	2 2 5	3.0
96. Avoids taking reasonable risks to achieve goals	1	2	2 1 2	1.7	3 1 2	2.0	2	2	3 2 2	2.3	5 1 2	2.7
97. Would not speak up if s/he saw an ethical violation	2	2	3 2 2	2.3	2 2 3	2.3	2	2	2 1 2	1.7	4 1 2	2.3
98. Does not allow people the freedom to make meaningful	2	3	3 3 2	2.7	4 1 2	2.3	1	3	3 3 2	2.7	5 1 2	2.7
99. Would not speak up if s/he disagreed with the boss	1	2	1 2 4	2.3	2 4 2	2.7	1	2	2 1 2	1.7	2 5 2	3.0
100. Needs approval from others in order to move ahead -- even	1	2	2 3 2	2.3	3 2 1	2.0	1	1	2 1 3	2.0	1 4 1	2.0
101. Micromanages	2	3	3 2 3	2.7	2 2 3	2.3	2	3	1 1 1	1.0	2 2 5	3.0
Lack of Courage	1.6	2.4		2.4		2.3	1.6	2.3		2.0		2.7

THE QUESTIONNAIRE

PERSONAL COMPETENCIES

Earns Trust and Confidence: *Earns respect and trust through ethical, responsible behavior. Models expected behaviors.*

1. Keeps promises and honors commitments
2. Accepts responsibility for mistakes and learns from them
3. Handles confidential information with discretion
4. Behaves in an ethical manner that is consistent with all organizational policies and values
5. Is a role model; inspires people to higher levels of performance through the example that s/he sets
6. Is accountable -- does not avoid issues or evade responsibility

Makes Sound and Courageous Decisions: *Gathers and synthesizes information to make quality and timely decisions. Takes calculated risks and makes difficult decisions in the best interests of the organization.*

7. Gets necessary stakeholders involved when making decisions
8. Gathers appropriate information before making decisions
9. Makes sense of complex information; sees patterns, trends, and linkages
10. Is decisive; makes quality, timely decisions when required, even with limited information
11. Makes difficult decisions that are in the best interests of the organization

Communicates Openly: *Listens effectively. Conveys information clearly, concisely, thoughtfully, and transparently.*

12. Attentive; genuinely listens to others
13. Shares information with those who need it
14. Communicates clearly and effectively in writing
15. Delivers effective presentations
16. Communicates openly and honestly; is as candid as possible without revealing sensitive information
17. Communicates even complex information in a way that others can understand

Plans and Organizes: *Sets goals and objectives; effectively creates schedules, mobilizes resources, and monitors progress to achieve them.*

18. Develops logical, workable plans for him/herself and others
19. Is prepared; creates contingency plans to deal with potential problems
20. Secures the resources and information needed to achieve objectives
21. Regularly reviews progress against objectives
22. Manages his/her own time effectively

Displays Personal Agility: *Embraces positive change. Able to recover from adversity, stress, or difficulties; overcomes issues and thrives when faced with challenges.*

23. Stays calm and constructive, even in the face of opposition or hostility
24. Adapts quickly to new approaches and ways of doing things
25. Is optimistic and resilient; responds positively and flexibly to difficulties or obstacles
26. Adjusts his/her approach to meet the needs of different people and situations
27. Respects different or opposing perspectives

THE QUESTIONNAIRE

Takes Initiative: *Creates or seizes chances to have an impact; anticipates and takes advantage of opportunities.*

28. Takes action when it is needed without waiting to be asked
29. Is proactive; anticipates what is needed and takes prompt action
30. Looks for ways to overcome obstacles or solve problems
31. Seizes opportunities when they arise
32. Looks for ways to make a contribution to the organization

Is Committed to Self-Development: *Displays the commitment to continuously improve his/her professional skills and talents.*

33. Self-aware; knows his/her development needs and takes steps to address them
34. Asks for feedback and acts on it
35. seeks out new professional challenges in order to grow

Exhibits Creativity: *Is innovative; comes up with ideas that add value to the organization.*

36. Challenges the status quo – aggressively resists “We’ve always done it this way”
37. Generates fresh and innovative ideas
38. Is open to new ideas and tries to use them
39. Encourages others to share improvement ideas
40. Accepts and builds upon the ideas and input of others

INTERPERSONAL COMPETENCIES

Collaborates Productively: *Builds productive relationships inside and outside of the organization.*

41. Treats others with dignity and respect, regardless of background or position
42. Relates well with people of various educational levels, backgrounds and experiences
43. Works cooperatively with other people and groups across the organization
44. Involves others in decisions that affect them
45. Contributes to a collaborative team environment
46. Supports and complies with team decisions; does not undermine them
47. Handles conflicts quickly and gracefully, before they become too big to resolve

THE QUESTIONNAIRE

BUSINESS COMPETENCIES

Focuses on Customers: *Is dedicated to understanding and meeting the needs/expectations/wants of internal and/or external customers.*

- 48. Actively studies the needs and wants of customers and prospective customers
- 49. Goes above and beyond to respond to customers and deliver according to their requirements
- 50. Successfully balances customer and organizational needs
- 51. Deals positively with customer questions or complaints
- 52. Keeps customers informed about progress on what he/she is doing for them
- 53. Manages customer expectations effectively

Delivers Excellence: *Sets the bar high; holds self and others accountable for honoring commitments and achieving results.*

- 54. Prioritizes effectively; focuses on the right things
- 55. Obtains resources (e.g., time, people, money) effectively to deliver desired results
- 56. Knows what's happening; monitors performance against plans
- 57. Has a sense of urgency; acts promptly to address performance shortfalls
- 58. Is persistent and tenacious; goes above and beyond to achieve objectives
- 59. Consistently achieves high-quality results

Understands the Business: *Stays abreast of marketplace trends, competition, technology, and other issues that affect the organization's current and future performance.*

- 60. Displays a good understanding of the organization's business and the industry in which we operate
- 61. Shows awareness of how external events, trends, and situations can affect the organization
- 62. Stays abreast of the moves of key competitors

LEADERSHIP COMPETENCIES

Creates Focus and Direction: *Is a forward-looking strategic thinker; formulates strategies and articulates plans to achieve them.*

- 63. Ensures that his/her efforts are aligned and focused on delivering the organization's mission and vision
- 64. Develops plans that effectively balance short-term needs with long-term objectives

Engages and Motivates Others: *Inspires, guides, and leads others in a course of action.*

- 65. Acknowledges the contributions and efforts of others
- 66. Recognizes and rewards excellent performance

THE QUESTIONNAIRE

Leads Change: *Fosters continuous improvement by involving others in seeking innovative ways to deliver against the organization's mission, vision, and strategies.*

- 67. Challenges existing practices to seek better ways of doing things
- 68. Helps others to embrace positive change
- 69. Involves others in planning and implementing changes that affect them

FUNCTIONAL/TECHNICAL COMPETENCIES

Functional/Technical Competencies: *Maintains and applies the knowledge and skills necessary to be proficient in his/her role.*

- 70. Has the functional/technical knowledge and skill to be credible in his/her role
- 71. Exhibits mastery of the role's functional/technical requirements
- 72. Can serve as a resource for others due to his/her functional/technical expertise
- 73. Stays up-to-date on changes in the profession that are important to his/her job
- 74. Sets an example of continuous learning by participating in professional and personal development efforts

THE QUESTIONNAIRE

DERAILMENT FACTORS

Lack of Authenticity: *Is not genuine; fails to engage with others in an honest or meaningful way.*

- 75. Does not accept feedback graciously; is defensive
- 76. Does not admit when s/he has made a mistake
- 77. Is not able to laugh at him/herself
- 78. Operates with hidden agendas; is not straightforward about his/her true intentions or motivations
- 79. Would lie
- 80. Says one thing and does another

Lack of Self-Management: *Lacks interpersonal skill, insight, sensitivity, impulse control, optimism, or persistence, as applied in the particular environment in which s/he works.*

- 81. Does not control his/her emotions (i.e., anger, frustration) effectively under stress
- 82. Does not remain focused and productive under pressure
- 83. Becomes pessimistic in the face of obstacles or setbacks
- 84. Becomes frustrated with interruptions or disappointments
- 85. Becomes paralyzed under uncertain or ambiguous situations
- 86. Makes decisions impulsively; fails to gather sufficient information or input

Lack of Humility: *Displays arrogance, self-centeredness, or a sense of entitlement.*

- 87. Has to be right
- 88. Is overly demanding
- 89. Is patronizing or condescending
- 90. Doesn't listen
- 91. Is disrespectful to others
- 92. Self-centered; is only interested in what's in it for him/her
- 93. Has to have the last word
- 94. Takes credit for the ideas or contributions of others

Lack of Courage: *Fails to do the right thing; doesn't act within the scope of his/her responsibility, speak up in difficult situations or take reasonable risks.*

- 95. Avoids necessary confrontation or conflict
- 96. Avoids taking reasonable risks to achieve goals
- 97. Would not speak up if s/he saw an ethical violation
- 98. Does not allow people the freedom to make meaningful decisions
- 99. Would not speak up if s/he disagreed with the boss
- 100. Needs approval from others in order to move ahead -- even on relatively minor issues
- 101. Micromanages