

# **360 DEGREE FEEDBACK REPORT**

## **INDIVIDUAL CONTRIBUTOR**

**Person Sample**

**Person.Sample@example.com**

**January 2023**

# Introduction

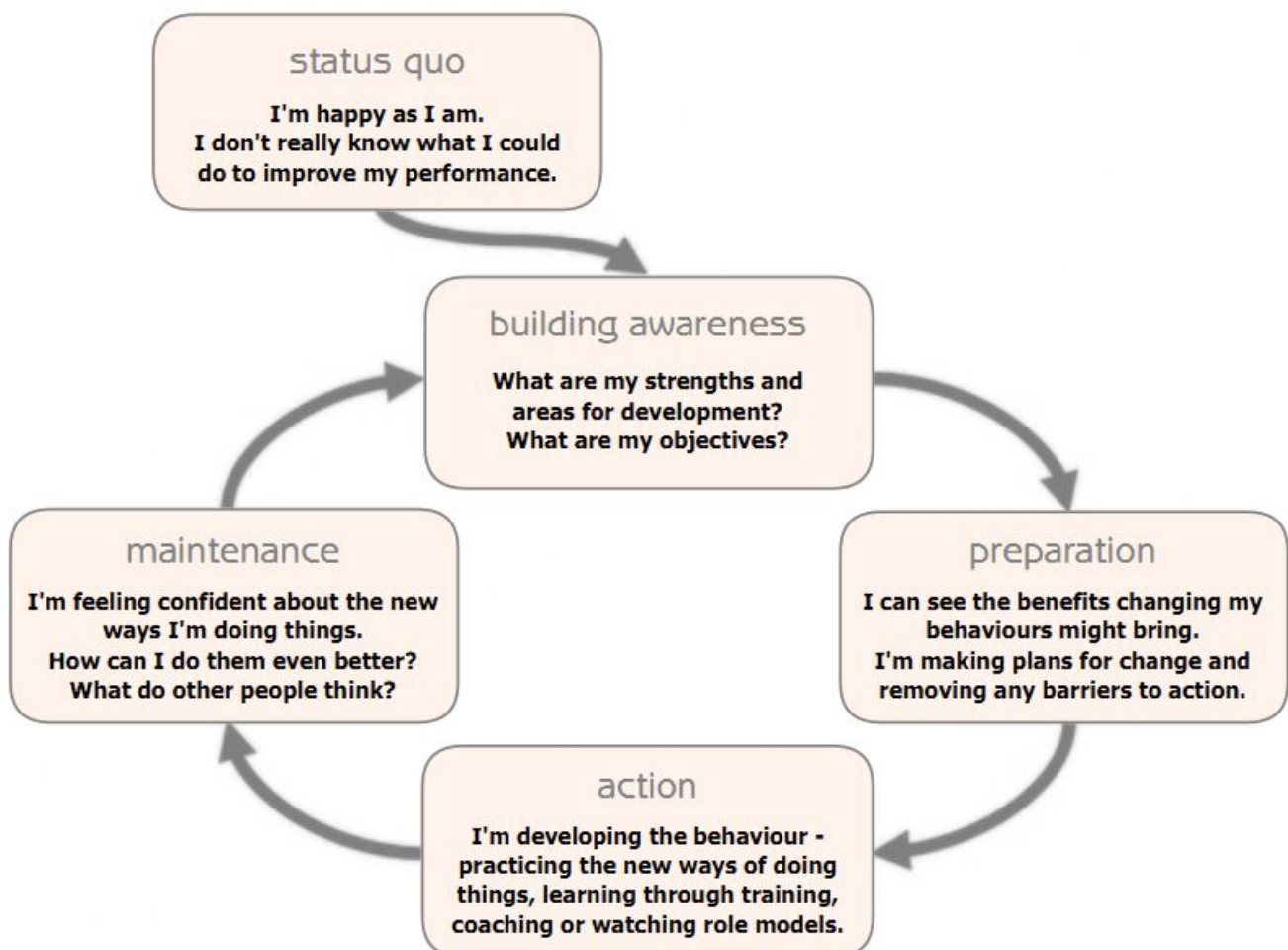
Person Sample

January 2023

360 feedback enables you to get a clear view of how others perceive the way you work. It provides a unique opportunity to gain an understanding of the impact your behaviours (the things you do and say) have on your own personal success and on those around you.

Career and personal success is gained from actively managing your development. Personal development is a journey. The end point of the journey is enhanced personal effectiveness and increased positive impact. The aim of 360 feedback is to set you off on that development journey by raising your awareness of what you currently do that makes you successful. It will help you to identify where your strengths and areas for development lie. Through the exploration of the themes and key messages in this report you can begin to consider how you can improve your performance and relationships with others.

The development journey you are about to embark upon is best summed up in the diagram below.



# Introduction

Person Sample

January 2023

## About this report

To support your development journey this report not only provides you with the insight into what has made you successful in the past but also provides you with a useful guide to help you identify your goals and prepare for action. It will help you consider what achieving your goal will look and feel like as well as helping to give you the best possible chance of succeeding by: identifying and removing the barriers that might hinder your progress; identifying the people who can help and support you; and making sure your goal is SMART (specific, measurable, achievable, relevant and time-bound).

It may be that you are already considering the need to change or you may feel that you already know where your strengths and areas for development lie. If this is the case then your 360 feedback results will help you to test your assumptions and enable you to move more quickly into the preparation and action stages of behavioural change.

This survey is designed to gather feedback from a variety of sources - people with whom you interact on a regular basis i.e. managers, direct reports and peers. Because the survey is anonymous, respondents are encouraged to feel free to share their true perceptions of what you do well and what you might not do so well.

Feedback is given in two key ways:

- By rating a series of statements, designed specifically to measure key behaviours and competencies, that are important for effective managers and leaders
- Through open-ended questions that allow respondents to give their comments.

The results are collated into this report to provide a graphical summary, detailed analysis, and summary of others comments, that highlight your strengths and areas for development.

# Introduction

Person Sample

January 2023

## The Schroder Framework

This 360 degree feedback survey has been designed around the Schroder Framework of high performance. The Schroder Framework consists of 11 behaviours which have been linked with high performance in leaders and managers at all levels and in many different industry sectors. The 11 behaviours span cognitive, interpersonal, directional and achieving dimensions of leadership which complement technical competencies and other measures of individual differences. Each behaviour is further defined by five levels. These range from negative use of the behaviour at level one, to an inspirational use of the behaviour at level five at which an individual is embedding a culture which supports and encourages others to use this behaviour within the organisation. In between are levels that an individual at any level of an organisation will utilise in their day to day working life.

### A Strength-Based Approach

The Schroder Competencies Framework recognises that every individual has their own unique pattern of strengths and an individual's capability is defined by the four or five behaviours within the framework at which they excel. In addition, the goal is that the individual will have no limitations. That is, they will not demonstrate negative use of the behaviours. Their impact on the organisation is positive at all times.

The cognitive, interpersonal, directional and achieving dimensions translate into four clusters:

Thinks	<b>Seeking Information</b> <b>Information gathering and sharing</b> – Searches widely for new advances; asking questions to find out about a broad range of factors. Fosters a hunger and curiosity in others.	<b>Influence</b> <b>Persuading and influencing others</b> – by gaining buy-in and support; focuses on the customer (internal and/or external); striving for mutually beneficial solutions and relationships; building and maintaining personal networks.	Inspires
	<b>Forming Concepts</b> <b>Understanding insights and being creative</b> - Linking information; identifying patterns and trends to look beyond symptoms to understand root cause. Having ideas; creating concepts and models. Fosters a growth mindset so that others feel safe to innovate.	<b>Building Confidence</b> <b>Displaying self-confidence and building positivity</b> - being decisive and firm in tackling issues; communicating sense of confidence and optimism; recognising achievements and celebrating success	
	<b>Conceptual Agility</b> <b>Evaluating options or possibilities</b> - Being open to different perspectives or pivoting; using concepts or models to weigh-up situations; evaluating different options at the same time; synthesizing alternatives to formulate powerful solutions.	<b>Inspiring Communicator</b> <b>Effective and engaging communication that stands out</b> - clear, concise and structured in communication; matches the comms. channel to the audience so the message is seen; uses visual aids, metaphors, humour, analogies to deliver messages with impact.	
Involves	<b>Enabling Openness</b> <b>Interacting with openness and respect</b> – actively listens to others and seeks to really understand people deeply, asking questions to uncover thoughts and feelings; demonstrating understanding and empathy.	<b>Empowering Action</b> <b>Planning, co-ordinating and delegating</b> - Organised and methodical; defining roles and responsibilities; proactive and accountable; empowering others to act quickly; strips out unnecessary processes and barriers to action.	Achieves
	<b>Facilitating Interaction</b> <b>Brings people together and is truly inclusive</b> - sharing ideas links between own and others ideas; encouraging others to speak up and focus on objectives; fostering collaborative working.	<b>Measuring &amp; Monitoring Performance</b> <b>Setting goals and monitoring performance to create valuable insights</b> - defining how success can be measured; setting measures, identifying stretch; providing feedback on performance; improving performance by reviewing the end to end consumer experience	
	<b>Developing Capability</b> <b>Developing self and others</b> – is motivated to grow, challenges others with new opportunities and continuously support them by coaching and mentoring. Creates a culture of personal growth owned by individuals.		

## About your report

Person Sample

January 2023

Read this report with an open mind. You may not agree with it all, however it is important to review the overall themes and to examine and reflect on your behavioural strengths and areas for development. Remember, you should not expect to be strong in every one of the behaviours within the leadership framework, instead you will probably find that you have a core of 4 or 5 behaviours in which you show greater strength than the others. The report may also identify areas in which others feel your behaviour has a negative impact. Be careful not to disregard these messages and take comfort that your nominees have responded to the survey because they want to support your development and see you be even more successful than you are now.

### Respondents

The table below shows the breakdown of respondents who have completed the survey

	No. of respondents	Names of respondents
Self	1	Person Sample
Primary Peers	3	First Person, Second Person, Sixth Example
Secondary Peers	3	Third Example, Fourth Person, Fifth Person
Line Manager	1	Seventh Example
Others	7	All the above excluding yourself

Respondents who were nominated, but who have not responded are not shown in the table.

\* If there are 2 or less respondents in a group they will be moved to another group to preserve anonymity.

Remember that the respondents have given feedback in confidence. It is very easy to think that you know who has given you a particular rating or written a particular comment but also very easy to make a costly mistake. It is better therefore to work with the information in the way it was intended and use it wisely to inform your development plan rather than trying to trace the origin.

### Rating Scale

When completing the survey you, and your nominees, responded using the following rating scale:

- n/a. Not able to rate
- 1. Rarely/Never
- 2. Sometimes
- 3. Usually
- 4. Almost Always
- 5. Consistently

In the report the ratings are averaged for each respondent group. The maximum score is 5 and the minimum score is 1. The behaviours that score higher overall indicate your strengths and the ones scoring lowest indicate areas for development. If the difference between your score and the other respondent groups is more than 0.5 this should be considered a significant difference.

## Identifying your strengths and areas for development

The structure of this report is designed to guide you through the information captured by the survey and to assist you in considering what your next steps might be. To do this the report uses a combination of tables and charts so you can quickly identify where your strengths and areas for development lie.

**First**, use the Overview section to review your leadership potential.

- The first charts show you how you rated yourself compared with how everyone else ('Others') rated you behaviour by behaviour. You will be able to use these to identify if there is one cluster in which you are particularly strong, or whether there is one cluster that is a clear area for development. Above each chart you will find a description of the behaviour. To clarify things further the final chart in this section plots the ratings you gave yourself against the ratings of 'Others' to confirm areas of strength and development that you may already have known about, but more importantly it may also show you some areas that you may not have been aware of
- The tables summarising the ten highest scoring statements and the ten lowest scoring statements (based on the average rating of 'Others') will help you to drill down into your strengths and areas for development.

**Second**, review the Detail section to gain a deeper understanding of how you are using each behaviour. Remember the goal is to have a core strength in 4-5 behaviours and to minimise any limitations. Consider the following questions by thinking of concrete examples from the past of when you have used the behaviour and what the outcome was or what other people's reactions were:

- If there's a range of scores across the statements within a behaviour, a wide spread of responses or disagreement between respondent groups why would this be and how can you use the behaviours more consistently? For the behaviours and statements where you rated yourself higher than 'Others' why might they not see this to be a strength, what do you think you might need to change?
- For the behaviours and statements where you rated yourself lower than 'Others' what could you do to feel more confident about these behaviours?
- How could each behaviour help you to achieve your career and personal goals and objectives?

**Finally**, review the Open-ended comments section. These will give you greater insight into the impact of your behaviours.

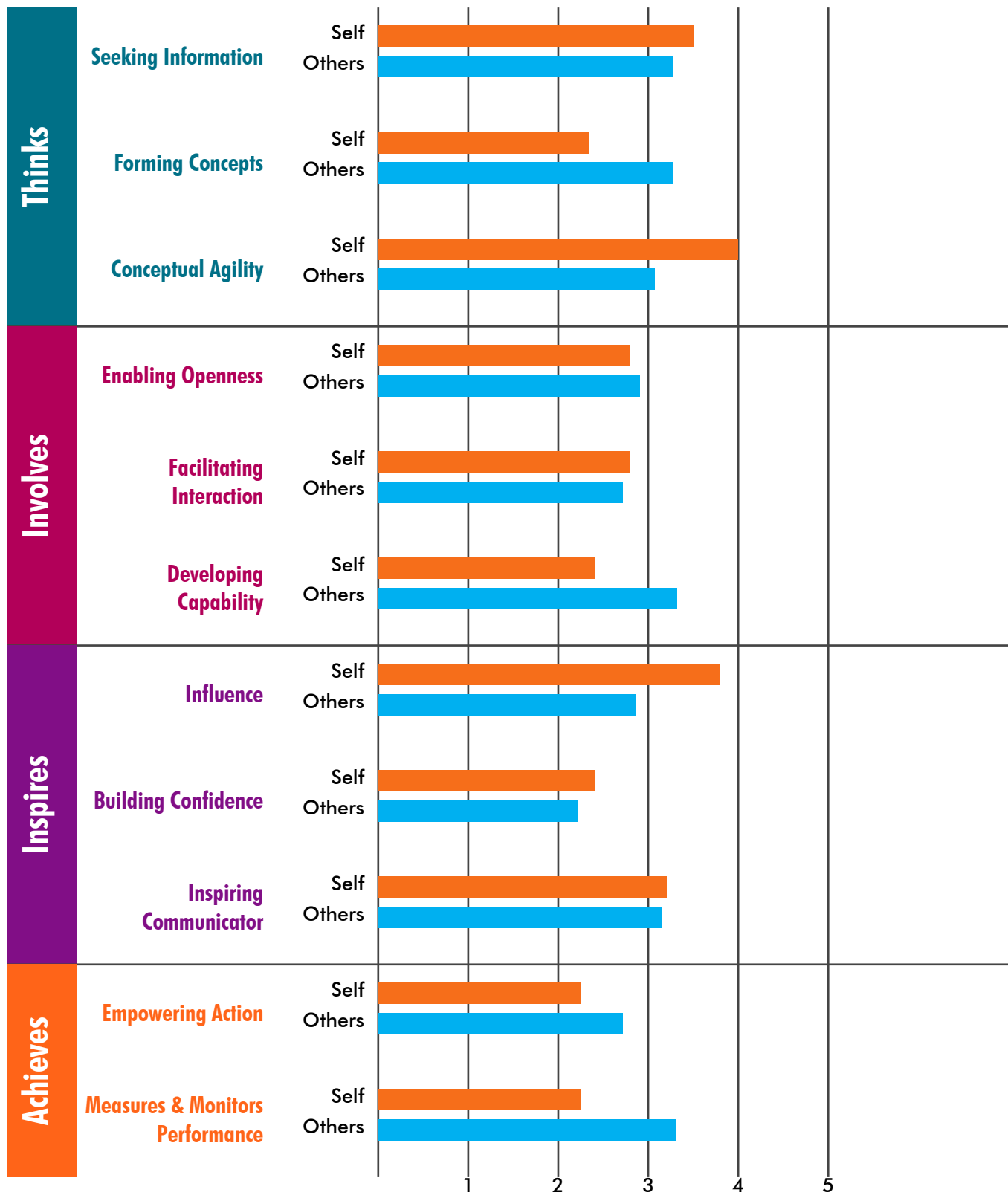
- Are there links between what you have discovered through exploring your highest and lowest scoring behaviours and the comments that have been written?
- Are there things people have said you should do less of that would reduce the negative impact of the behaviours identified as areas for development?
- Is there anything that people have said that you could do more of that would help you to develop your strengths?

## Scores by Cluster

Person Sample

January 2023

The graphs below show, at a high level, the results of your 360° feedback. From these you can begin to identify where your leadership potential lies.

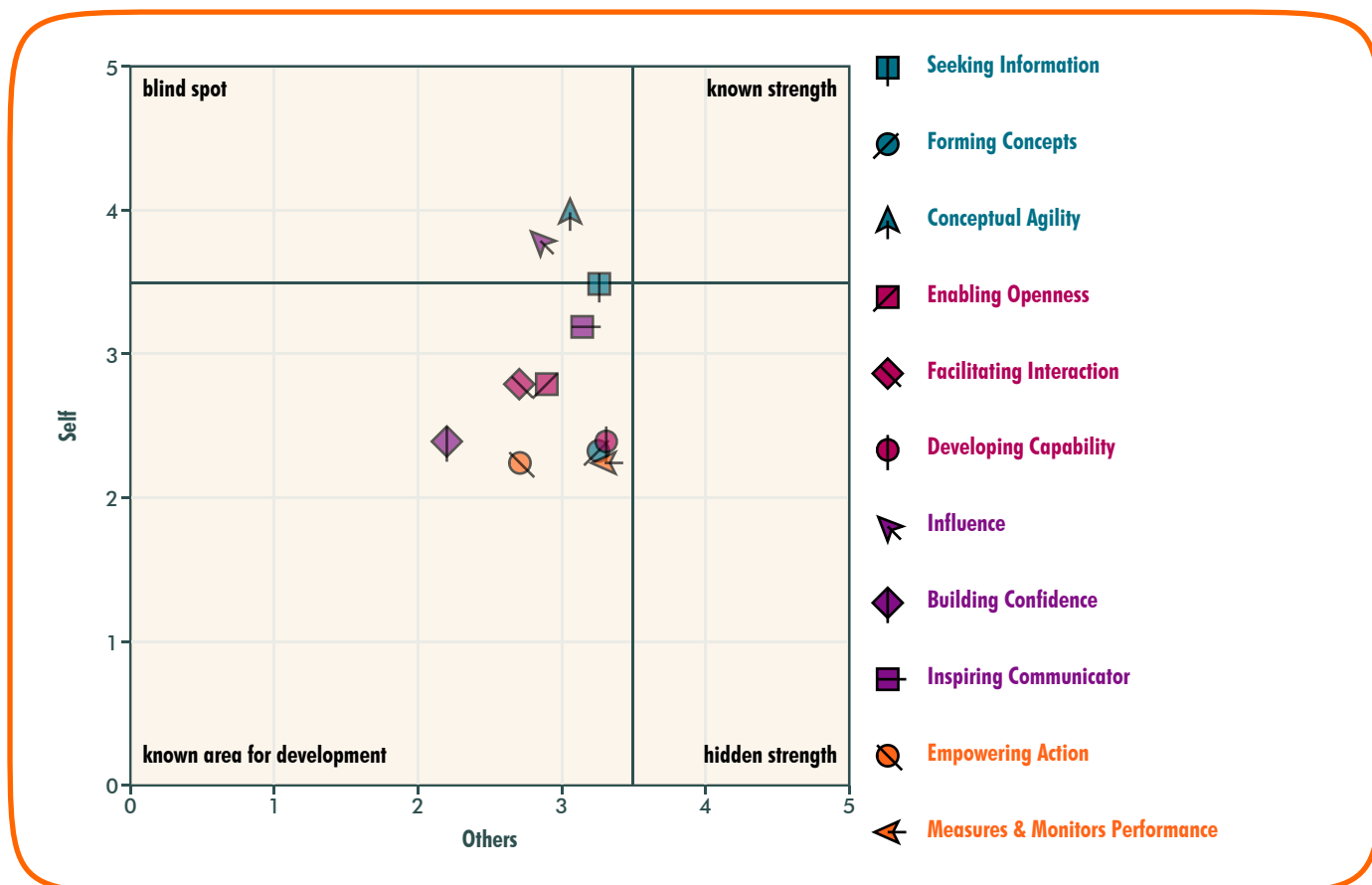


# Strengths and areas for development

Person Sample

January 2023

This chart will help to clarify where your strengths and areas for development are. Some may already be apparent to you, others may not. Remember the chart is telling you how others perceive the way you do things. Differences in your perception and theirs need to be understood and acted upon so that you can have the maximum positive impact at work.



## Notes:

**Known strength** behaviours are those where you and all 'others' gave an average rating above 3.5 for the statements relating to that behaviour. This means you and your respondents are in agreement that you use the behaviours with a high degree of skill on a consistent basis.

**Known area for development** behaviours are those where both you and all 'others' have given an average rating below 3.5 for the statements relating to that behaviour. This means that you and your respondents are in agreement that you do not use the behaviours consistently or that you use them at a basic level.

**Hidden strength** behaviours are those where 'others' have given an average rating of over 3.5, but you have rated this below 3.5. These behaviours are therefore hidden strengths as they are ones that you were not aware that you used at such a high level with such consistency.

**Blind spot** behaviours are those where you have rated the statements on average over 3.5, but 'others' have rated them below 3.5. This means that you think you use the behaviours more consistently than you actually do.



## 10 Highest scoring statements

Score	Managerial Competency	Qu No.	Statement
4.50	Developing Capability	13	Encourages others to take on board challenging projects for the purposes of personal development.
4.14	Seeking Information	5	Uses multiple sources of information, internet, journals, research papers, to stay up to date with the latest thinking in the industry.
4.00	Forming Concepts	17	Is a good source of new ideas and ways of doing things.
3.83	Forming Concepts	2	Always seeks to identify the real causes of issues, events and problems.
3.80	Influence	34	Does not put down other people's ideas in order to promote own.
3.80	Measures & Monitors Performance	50	Focuses upon continually improving the quality of own work.
3.67	Inspiring Communicator	22	Conveys complex, detailed ideas and information in a way that others can easily understand.
3.60	Enabling Openness	4	Asks open questions and seeks clarification when presented with issues.
3.60	Conceptual Agility	40	When developing solutions, always considers additional knowledge or information as well as their own experience
3.57	Seeking Information	55	Readily shares information and exchanges knowledge with colleagues.

## 10 Lowest scoring statements

Score	Managerial Competency	Qu No.	Statement
1.57	Influence	54	Is an active participant in business forums and networking events .
1.60	Building Confidence	20	When challenged about the success of the business, responds with confidence.
1.67	Facilitating Interaction	30	Facilitates interaction between different individuals and teams for the purposes of identifying shared goals across the business.
1.75	Building Confidence	52	Is confident when discussing difficult issues (with customers, peers, superiors, the team).
2.14	Enabling Openness	47	Rarely 'talks over' others.
2.20	Building Confidence	7	Gives people confidence that they can succeed.
2.33	Empowering Action	43	Commits personal time and energy to a project to ensure that the timescales and deliverables are met.
2.33	Empowering Action	35	Assesses and utilises available resources in order to complete projects efficiently.
2.40	Inspiring Communicator	15	Rarely struggles to get their message across to a target audience.
2.57	Empowering Action	39	Removes barriers and constraints so that they can get things done.

# SCORES BY CLUSTER - THINKS

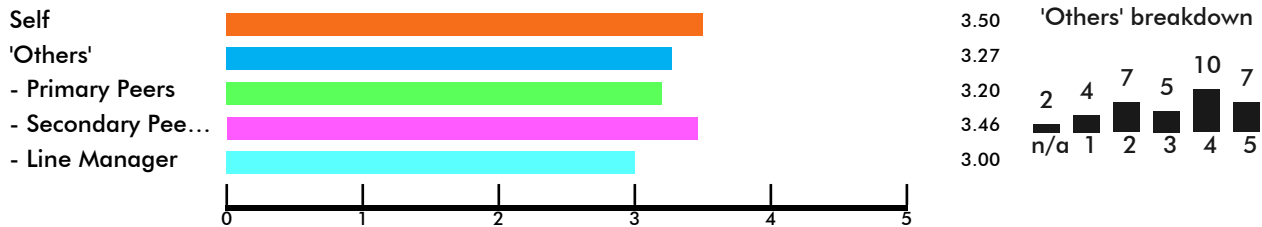
Person Sample

January 2023

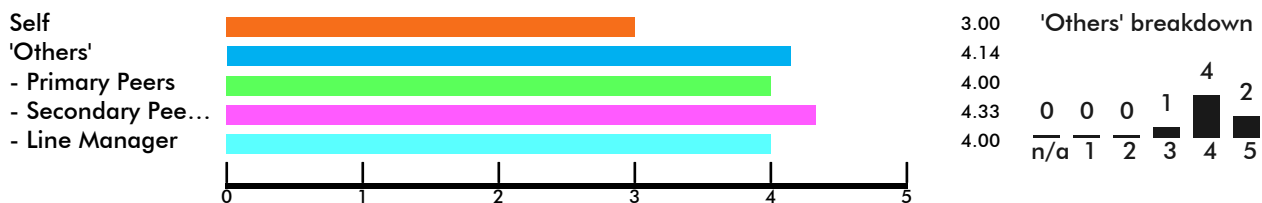
## Seeking Information

Seeks and shares a broad and rich range of information.

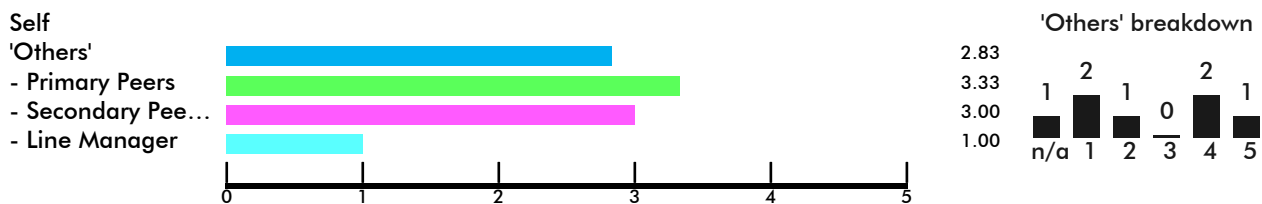
### Overall Summary



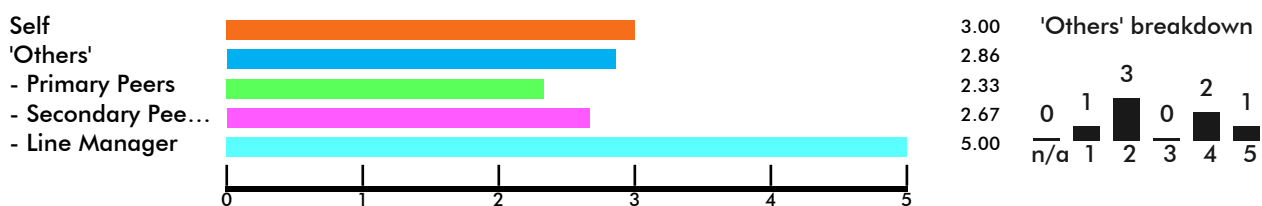
5. Uses multiple sources of information, internet, journals, research papers, to stay up to date with the latest thinking in the industry.



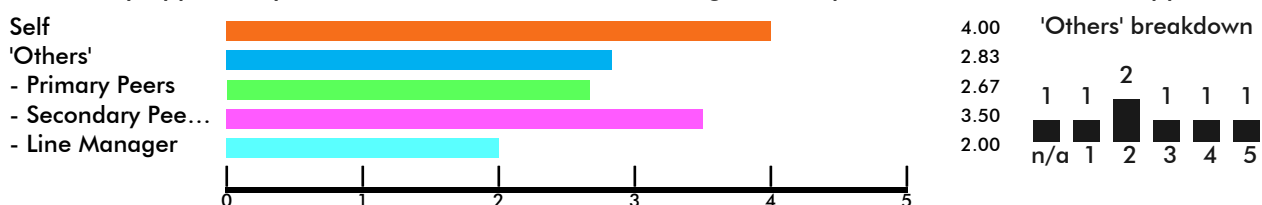
16. Actively seeks to maintain a broad and thorough understanding of the full range of our businesses products and services.



18. Is an excellent source of information about what's going on in their area of the business.

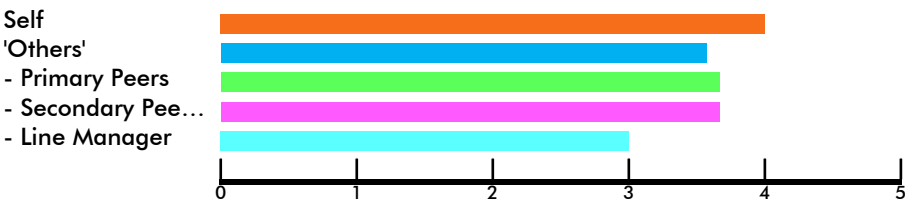


19. Uses every opportunity to find out what's new from colleagues, competitors, customers and suppliers.



# SCORES BY CLUSTER - THINKS

55. Readily shares information and exchanges knowledge with colleagues.



# SCORES BY CLUSTER - THINKS

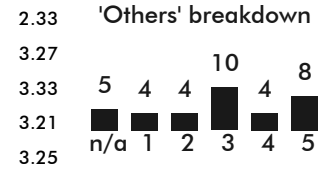
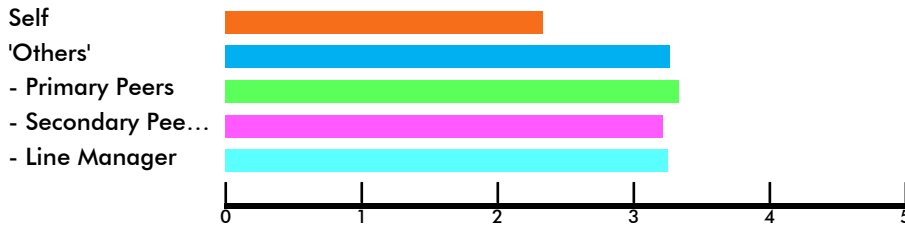
Person Sample

January 2023

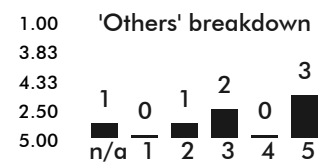
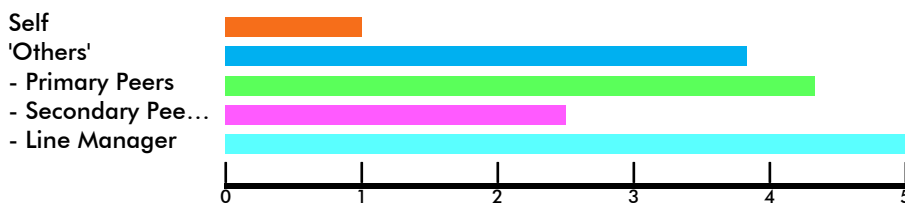
## Forming Concepts

Links information together to identify and understand causes and to generate innovative ideas or solutions.

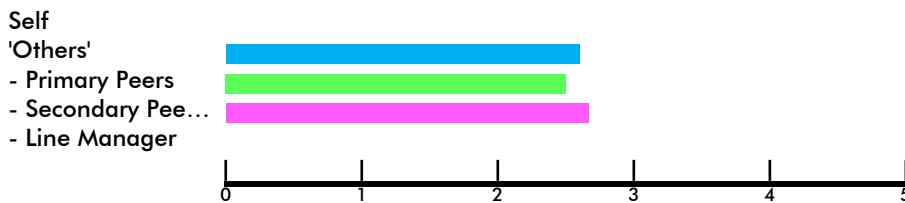
### Overall Summary



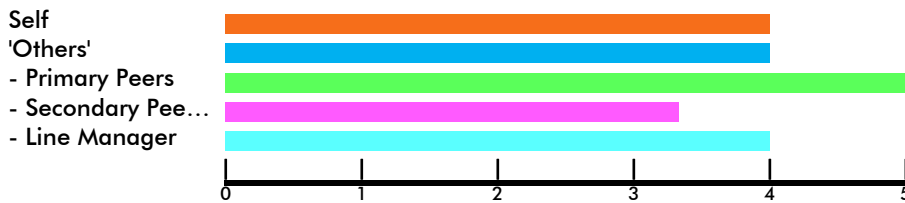
### 2. Always seeks to identify the real causes of issues, events and problems.



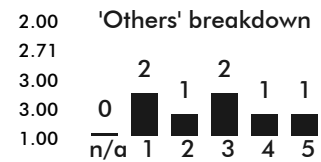
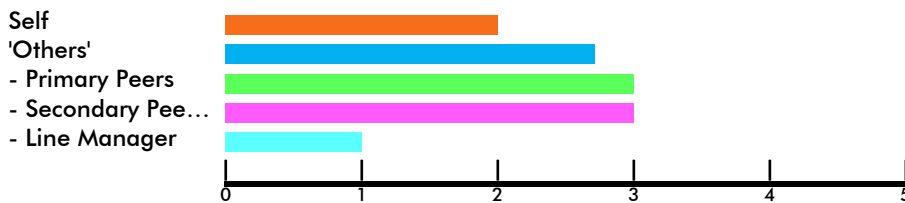
### 9. Encourages others to engage in joint problem solving and creating solutions.



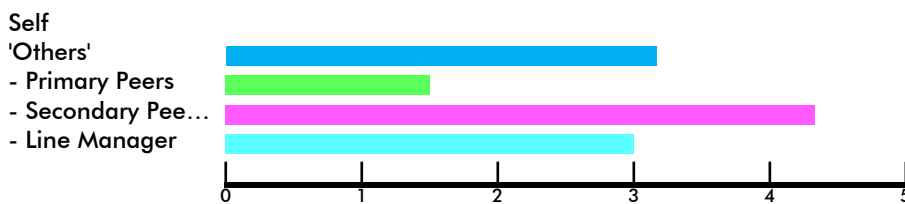
### 17. Is a good source of new ideas and ways of doing things.



### 24. Willingly commits energy to resolving issues or developing solutions for other areas of the business.



### 38. Their solutions are good ideas that can be fully implemented



# SCORES BY CLUSTER - THINKS

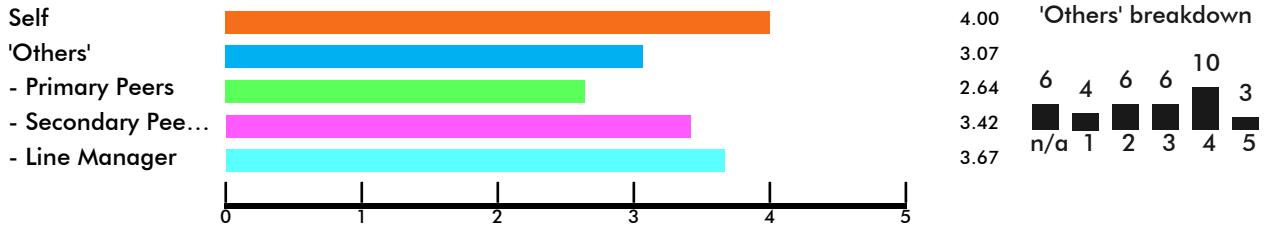
Person Sample

January 2023

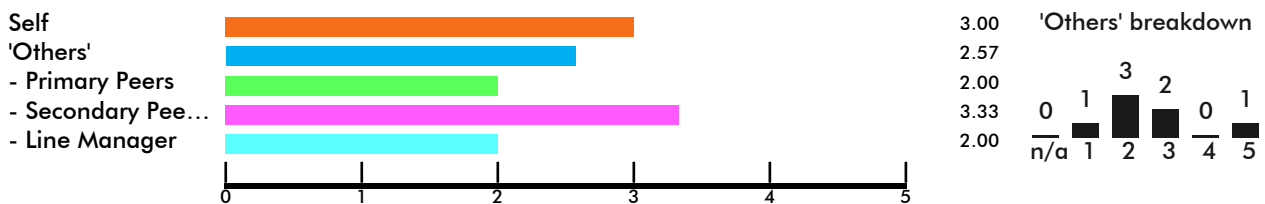
## Conceptual Agility

Compares the pros and cons of options and solutions to identify the best way forward. Responds comfortably to change or ambiguity.

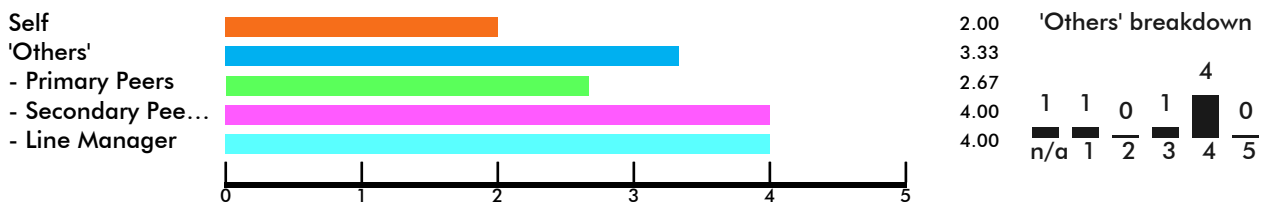
### Overall Summary



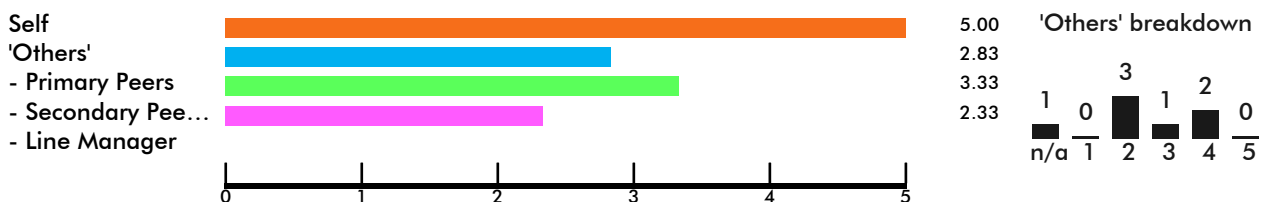
3. When faced with a potential issue or barrier, responds positively with an open mind.



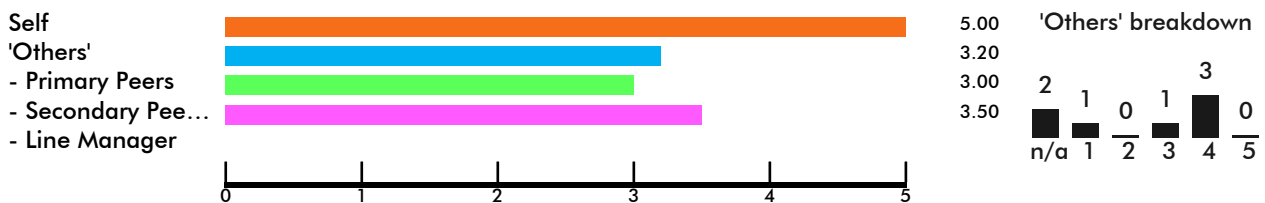
6. Evaluates the pros and cons of multiple options prior to taking a major decision.



31. Encourages others to use creative thinking techniques.

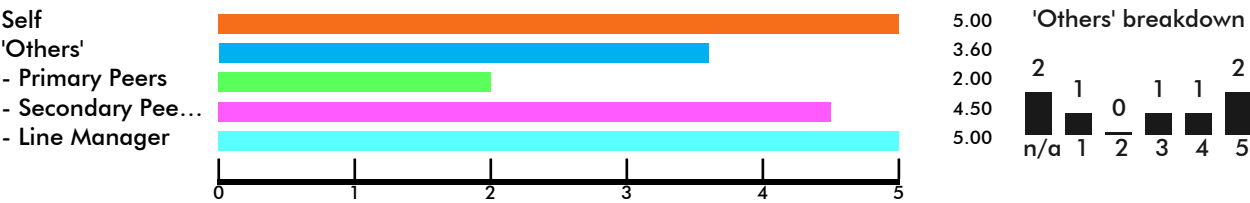


33. Arrives at decisions by exploring the alternatives proposed by others.



# SCORES BY CLUSTER - THINKS

40. When developing solutions, always considers additional knowledge or information as well as their own experience



# SCORES BY CLUSTER - INVOLVES

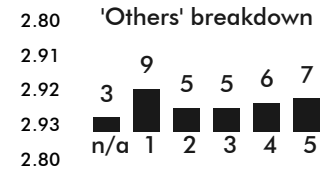
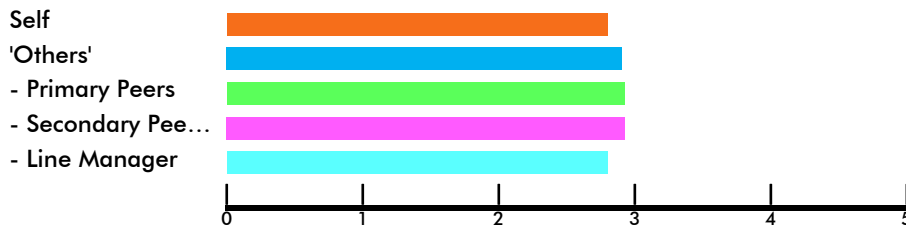
Person Sample

January 2023

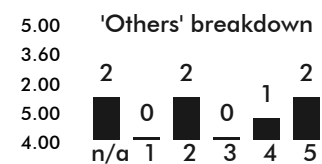
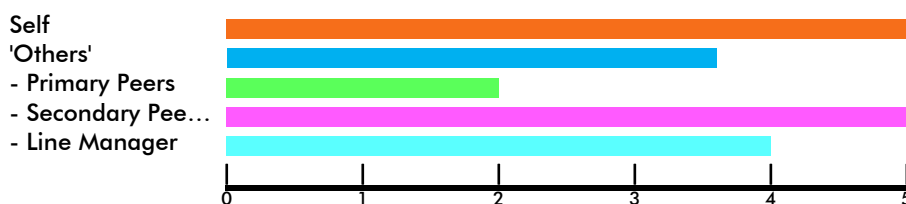
## Enabling Openness

Is non-judgemental; uses open questions, clarifies and shares own thoughts and feelings to understand others' perspective.

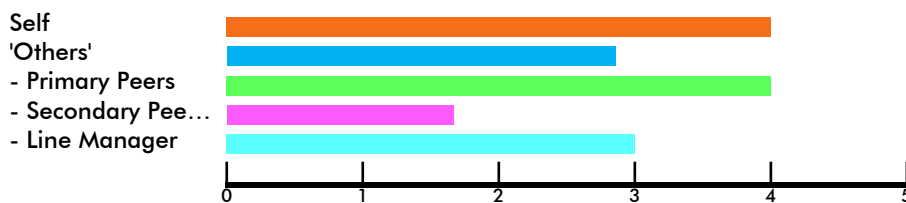
### Overall Summary



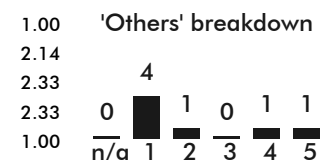
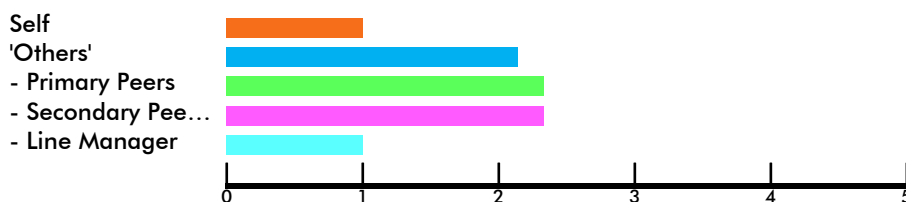
### 4. Asks open questions and seeks clarification when presented with issues.



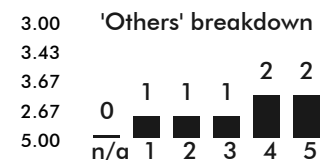
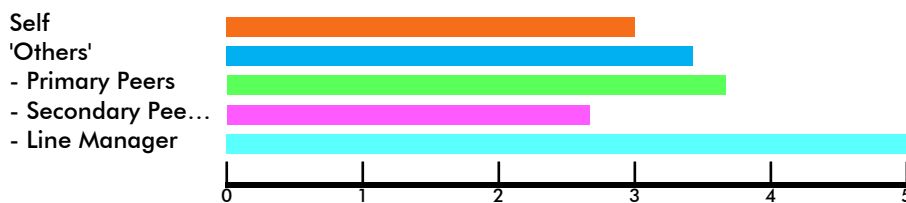
### 36. Seeks regular feedback from colleagues, customers and superiors .



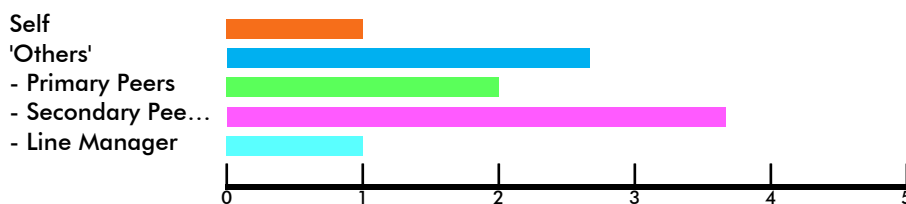
### 47. Rarely 'talks over' others.



### 48. Shows respect for other peoples points of view.



### 49. When issues arise, encourages others to be non-judgemental and objective.





# SCORES BY CLUSTER - INVOLVES

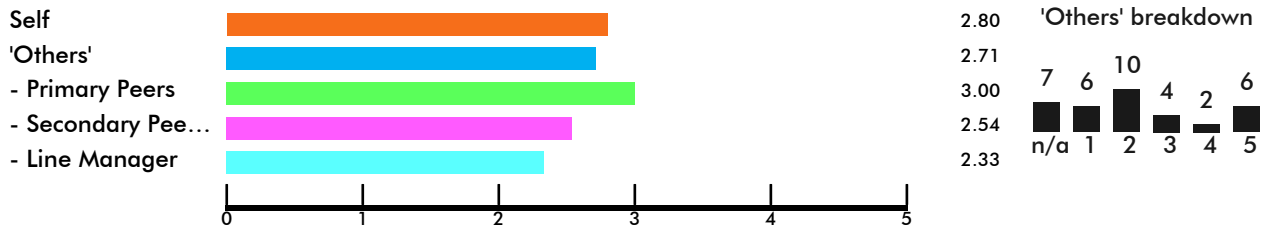
Person Sample

January 2023

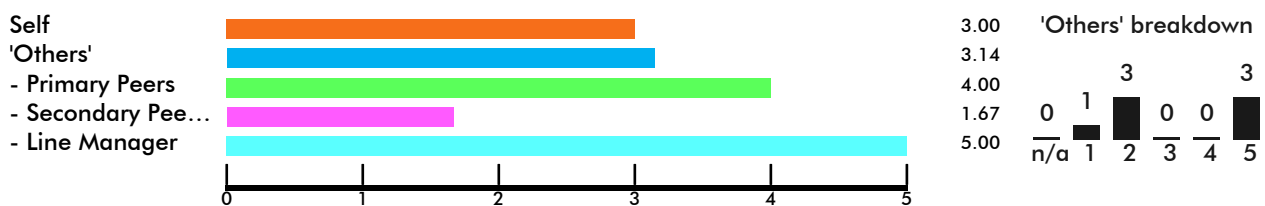
## Facilitating Interaction

Brings people together; encourages discussion and contribution from others so that a common understanding is gained.

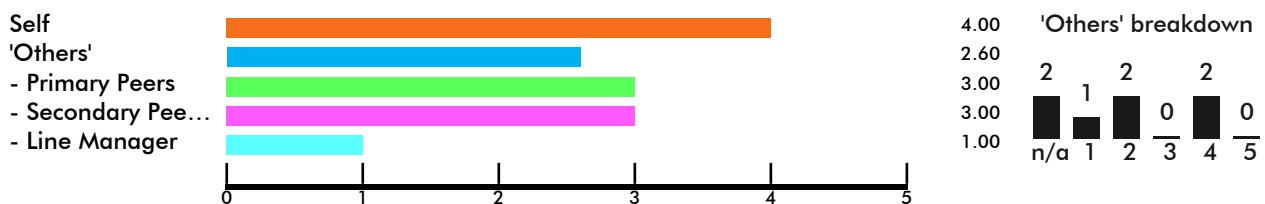
### Overall Summary



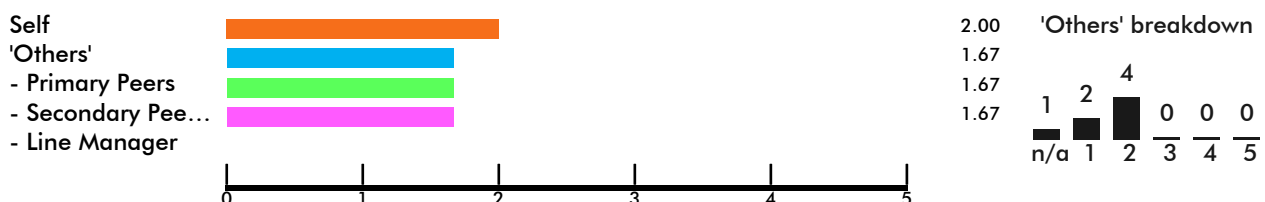
### 1. Encourages team members to contribute equally regardless of status or position.



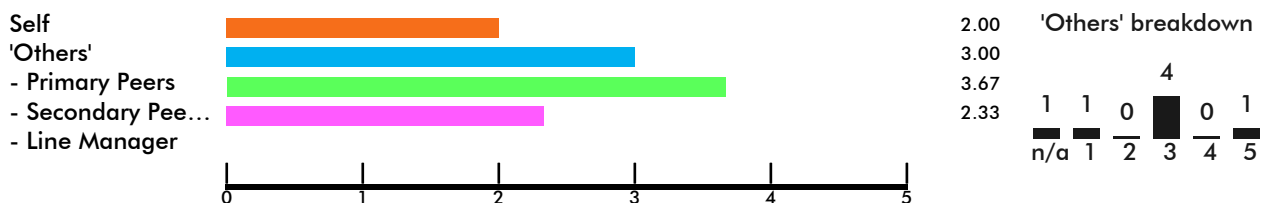
### 14. As part of a team, encourages people to raise issues in the team environment.



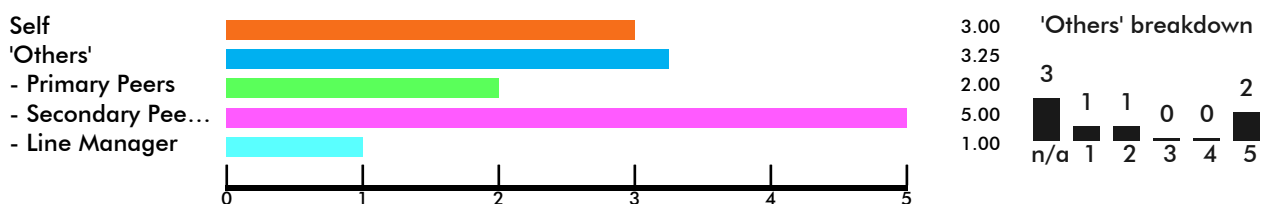
### 30. Facilitates interaction between different individuals and teams for the purposes of identifying shared goals across the business.



### 42. As part of a team, is effective at supporting the resolution of conflict between individuals.



### 45. As part of a team, encourages people to take time to get to know each other.



# SCORES BY CLUSTER - INVOLVES

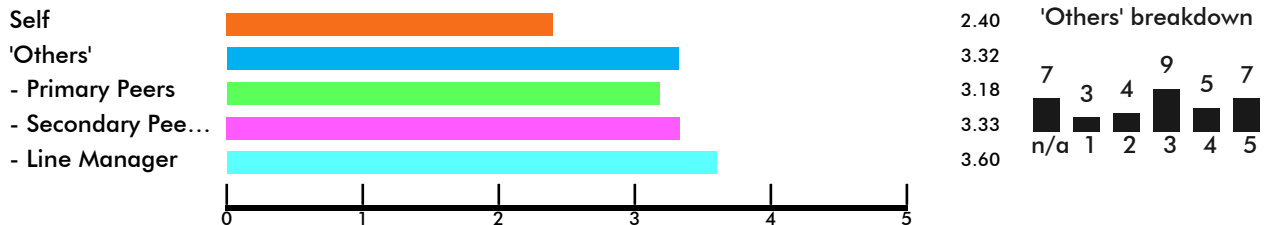
Person Sample

January 2023

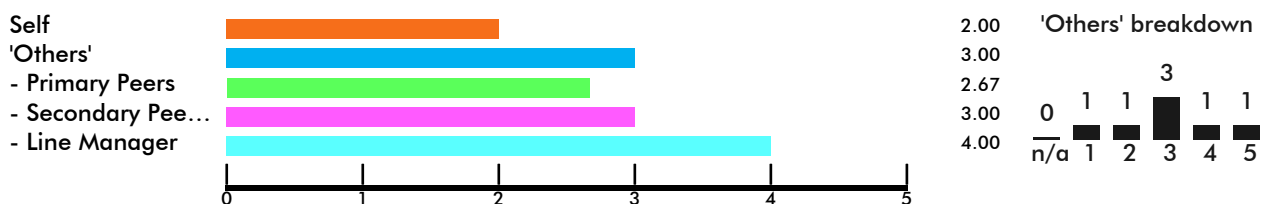
## Developing Capability

Takes responsibility for development of self and others. Uses feedback, role-modelling coaching and sets stretching challenges.

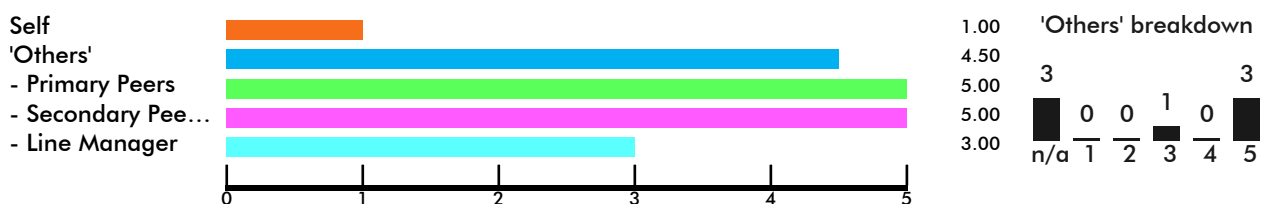
### Overall Summary



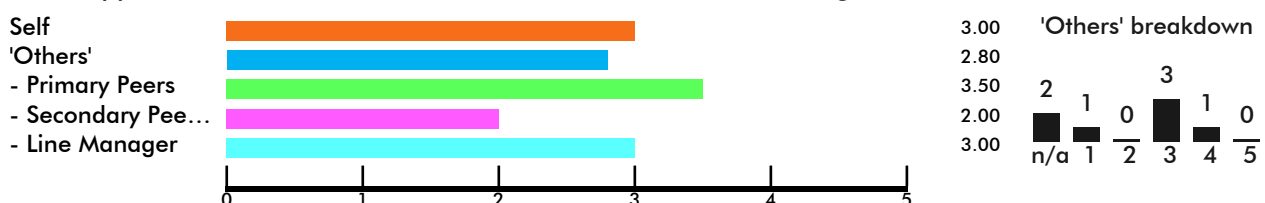
### 8. Gives others regular feedback (negative and positive).



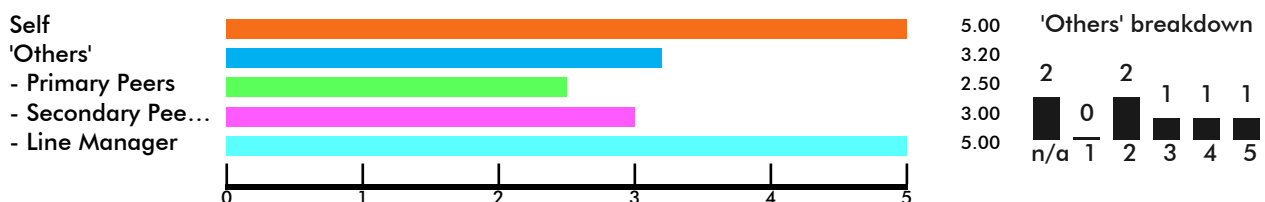
### 13. Encourages others to take on board challenging projects for the purposes of personal development.



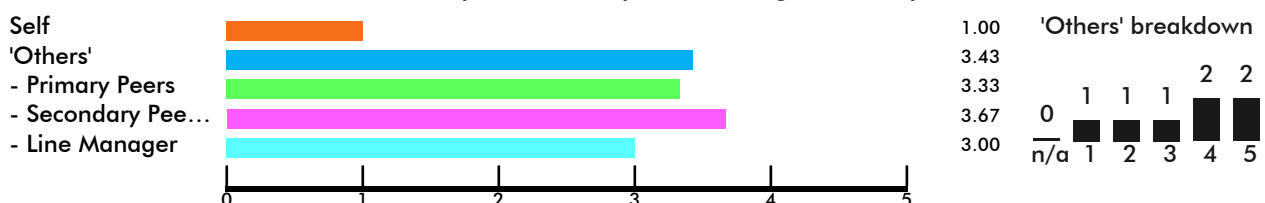
### 23. Seeks opportunities to work with others who will stretch and challenge them.



### 28. Prioritises their own personal development.



### 29. Makes others aware of the skills/competencies they are working to develop.



# SCORES BY CLUSTER - INSPIRES

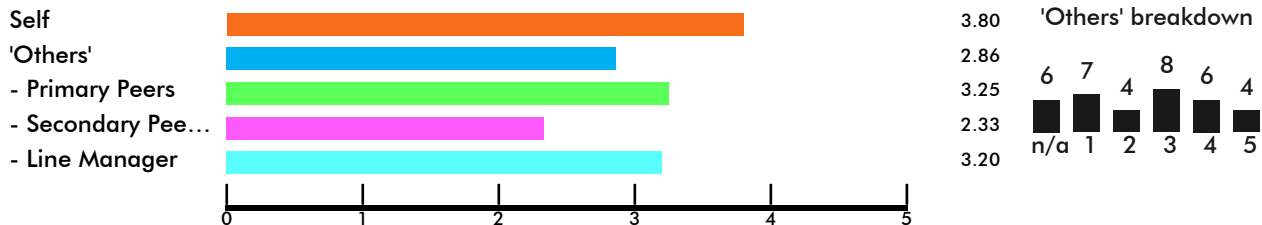
Person Sample

January 2023

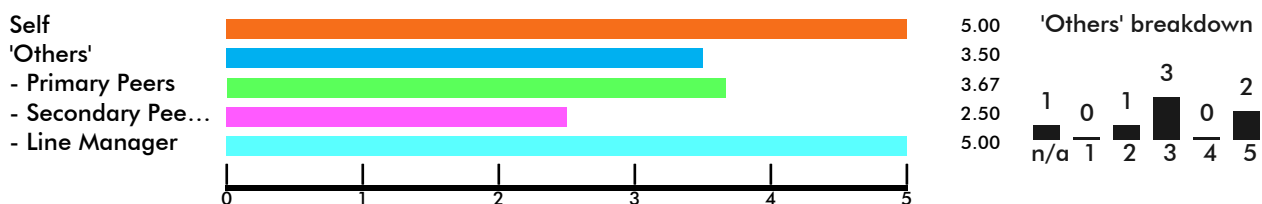
## Influence

Sells ideas by highlighting the benefits. Creates a win-win; shows how realisation of own interests or goals will support those of others.

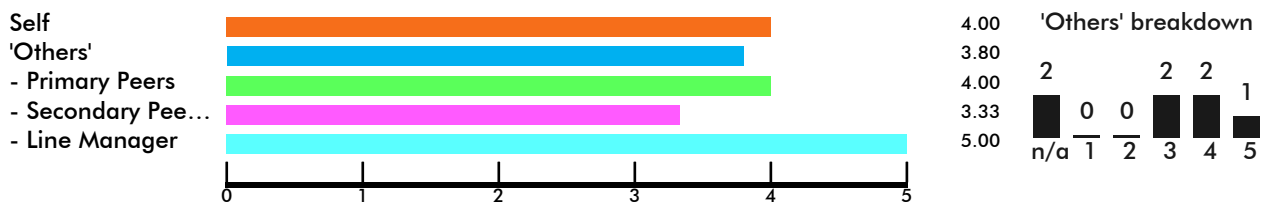
### Overall Summary



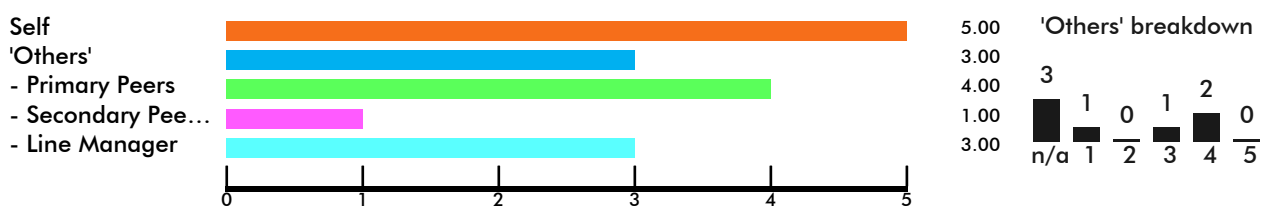
26. Has built strong relationships with customers and other people at all levels within the organisation.



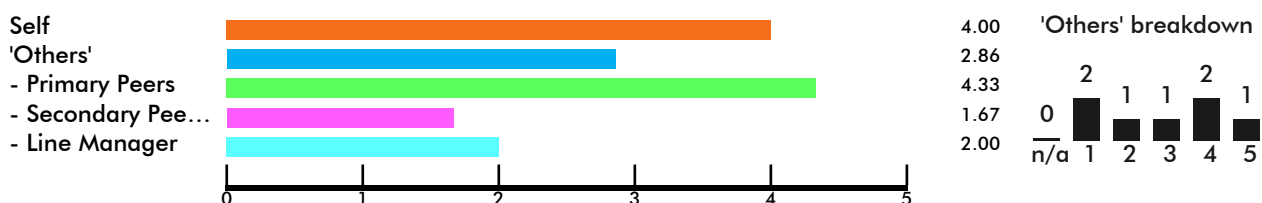
34. Does not put down other people's ideas in order to promote own.



44. Provides opportunities for colleagues/customers to link with others with whom they have common interests or needs.

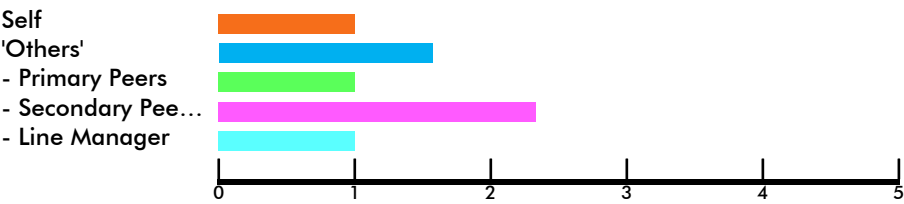


51. Is successful at getting key decision makers to provide resources for ideas and plans.



# SCORES BY CLUSTER - INSPIRES

54. Is an active participant in business forums and networking events .



'Others' breakdown

1.00					
1.57					
1.00	4				
2.33	0	2	1	0	0
1.00	n/a	1	2	3	4
		1	2	3	4

# SCORES BY CLUSTER - INSPIRES

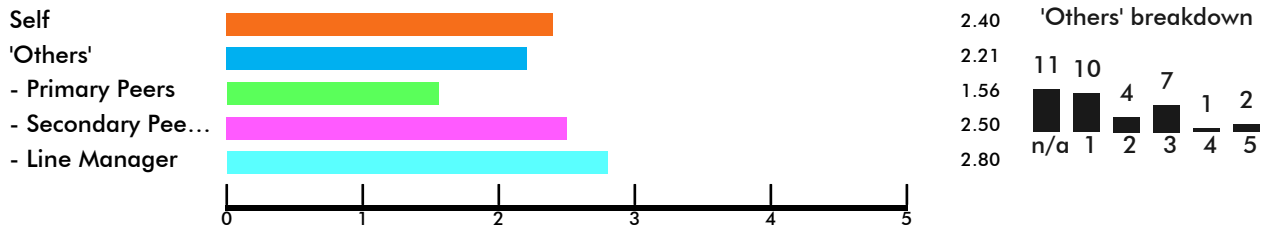
Person Sample

January 2023

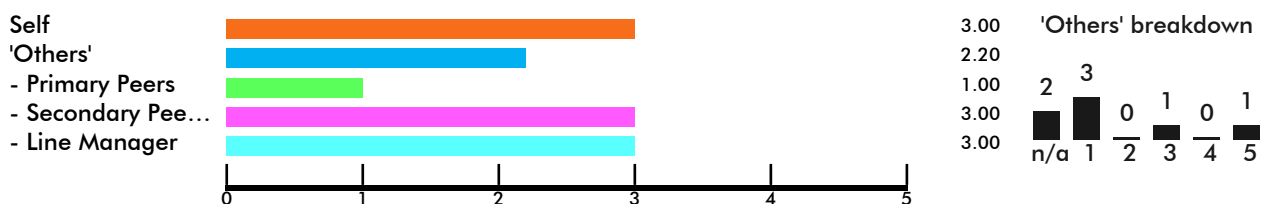
## Building Confidence

Makes and justifies decisions. Resolves issues with confidence. Motivates, engages, and instils confidence and optimism.

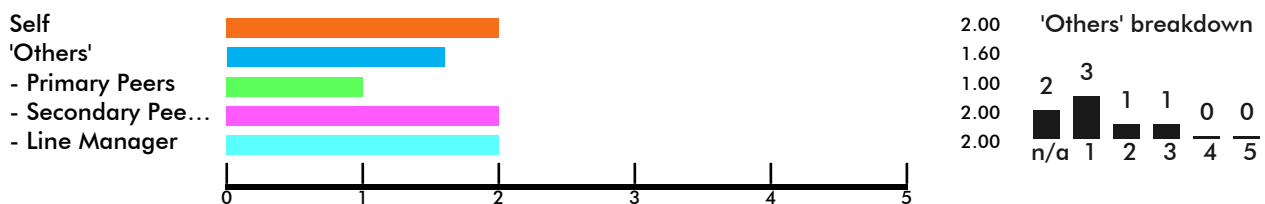
### Overall Summary



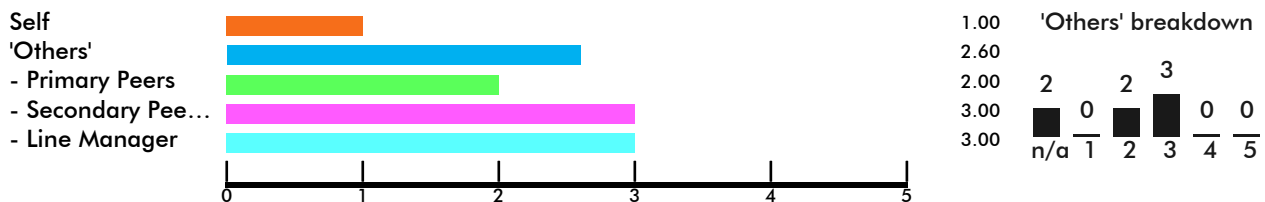
### 7. Gives people confidence that they can succeed.



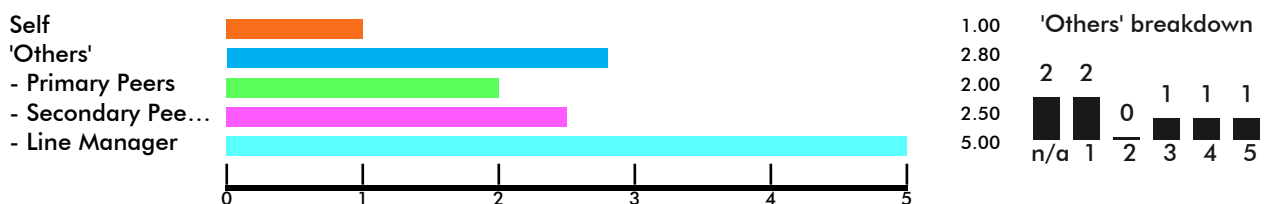
### 20. When challenged about the success of the business, responds with confidence.



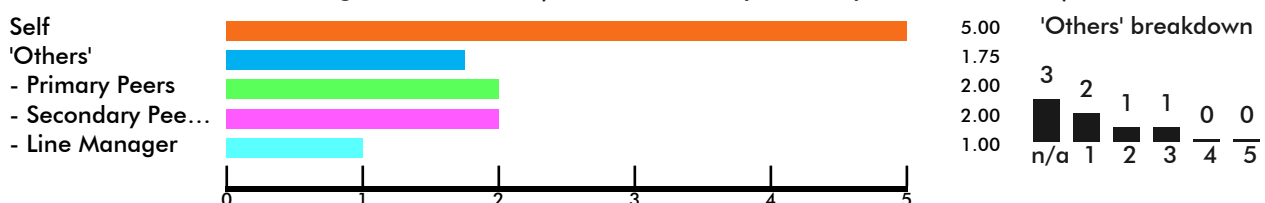
### 25. People are usually sure of where they stand on issues.



### 41. Makes timely decisions.



### 52. Is confident when discussing difficult issues (with customers, peers, superiors, the team).



# SCORES BY CLUSTER - INSPIRES

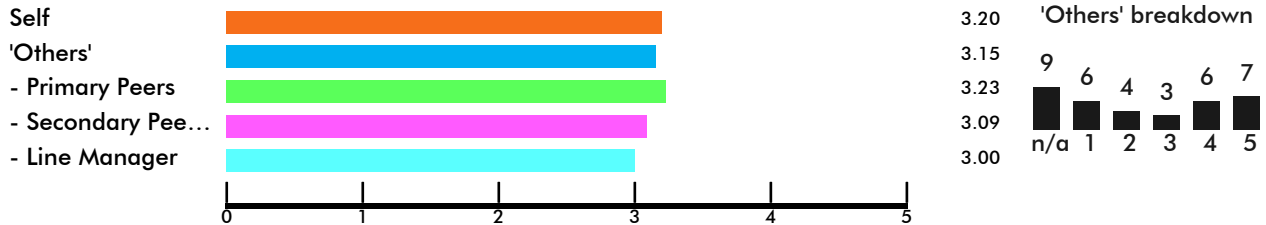
Person Sample

January 2023

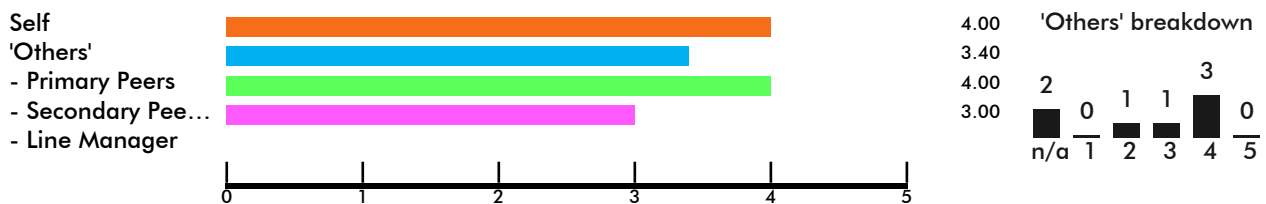
## Inspiring Communicator

Communicates in a compelling way to ensure that listeners are engaged, and messages are targeted, understood and believed.

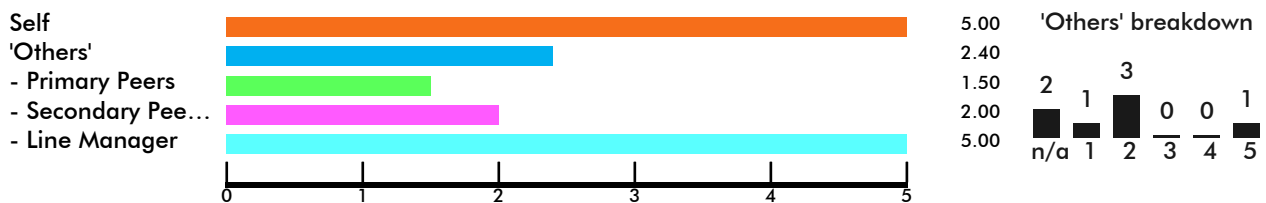
### Overall Summary



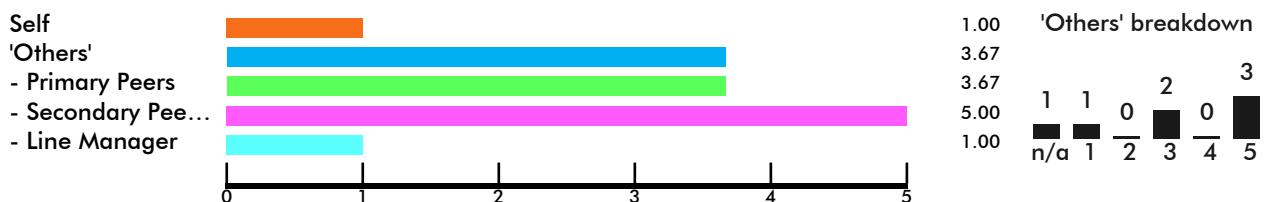
### 11. Written work is clear, well formed and concise.



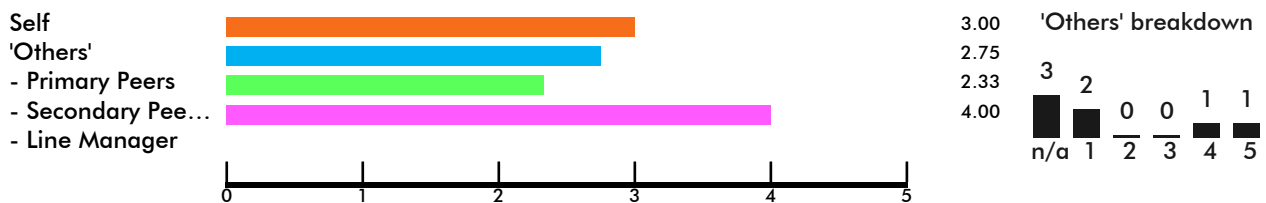
### 15. Rarely struggles to get their message across to a target audience.



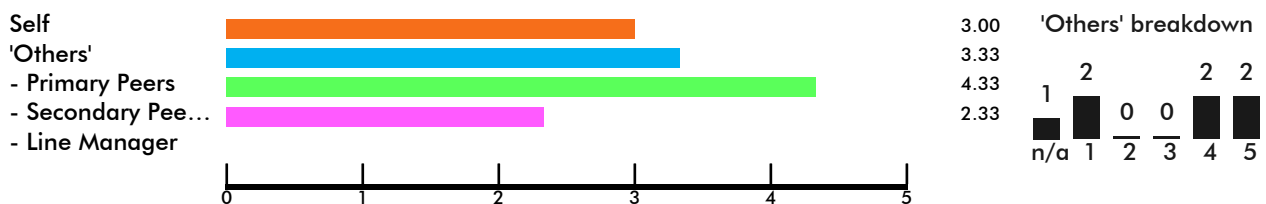
### 22. Conveys complex, detailed ideas and information in a way that others can easily understand.



### 32. Describes themselves in a way that makes people clear of their role, strengths and value.



### 53. Communicates issues/ideas in a compelling way.



# SCORES BY CLUSTER - ACHIEVES

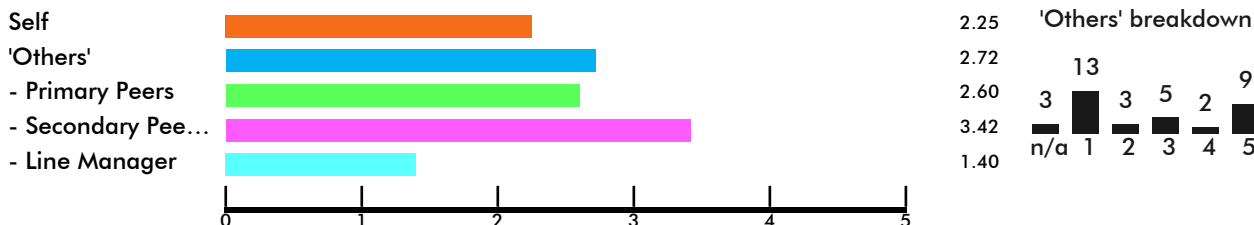
Person Sample

January 2023

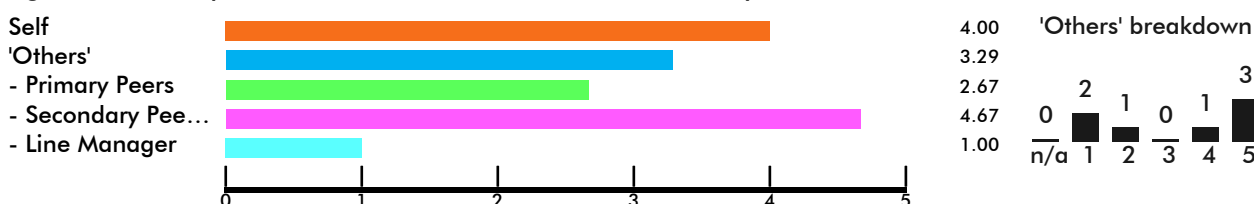
## Empowering Action

Is proactive and removes barriers so that others can do the same. Goes beyond formal responsibilities in order to achieve this.

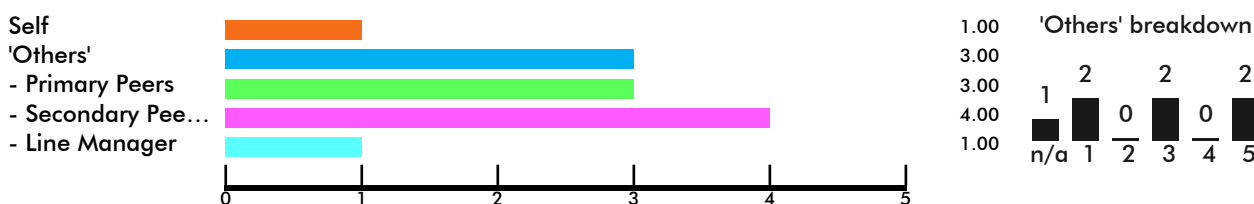
### Overall Summary



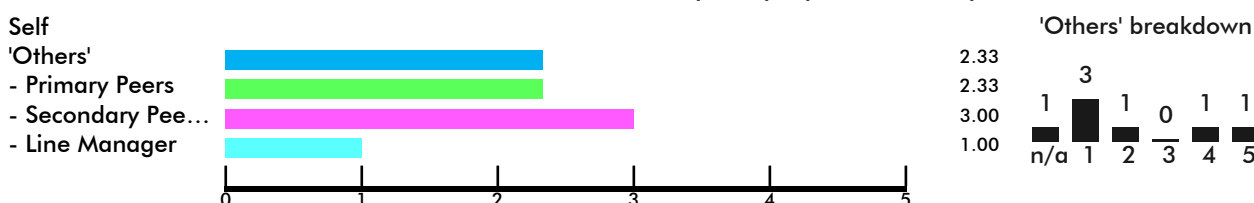
### 10. Agrees roles, responsibilities and timescales for the work they are involved in.



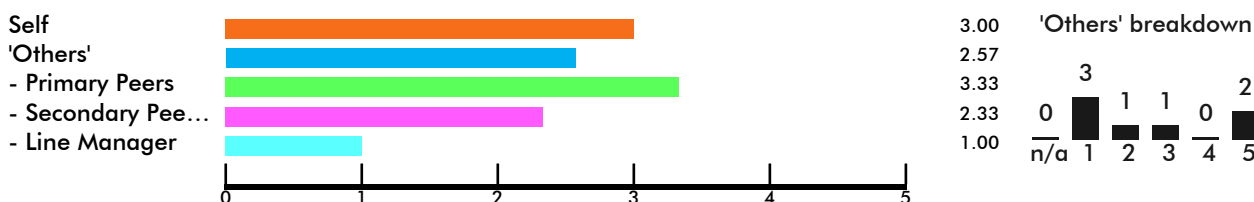
### 12. Is efficient at co-ordinating resources to get things done.



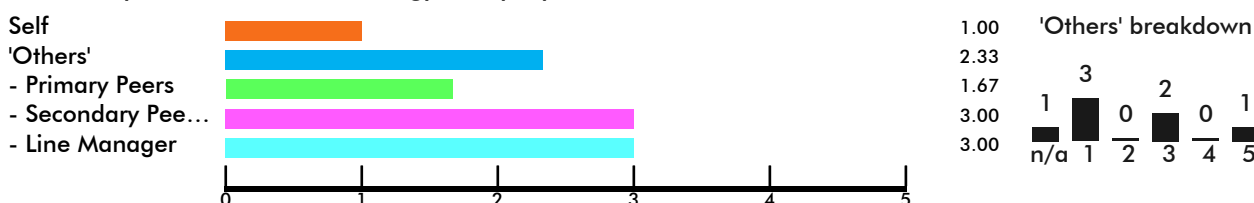
### 35. Assesses and utilises available resources in order to complete projects efficiently.



### 39. Removes barriers and constraints so that they can get things done.



### 43. Commits personal time and energy to a project to ensure that the timescales and deliverables are met.



# SCORES BY CLUSTER - ACHIEVES

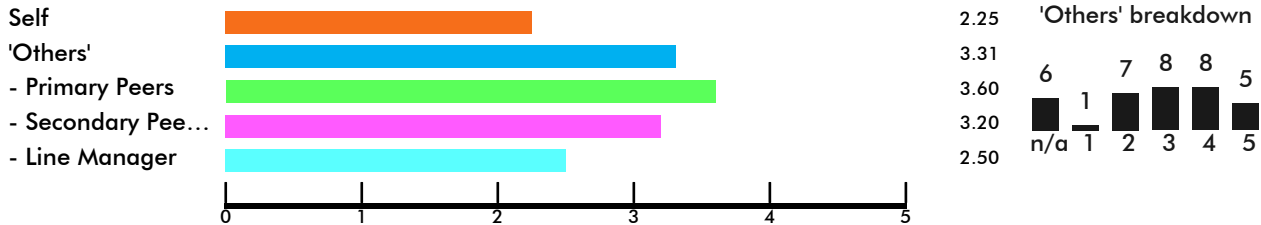
Person Sample

January 2023

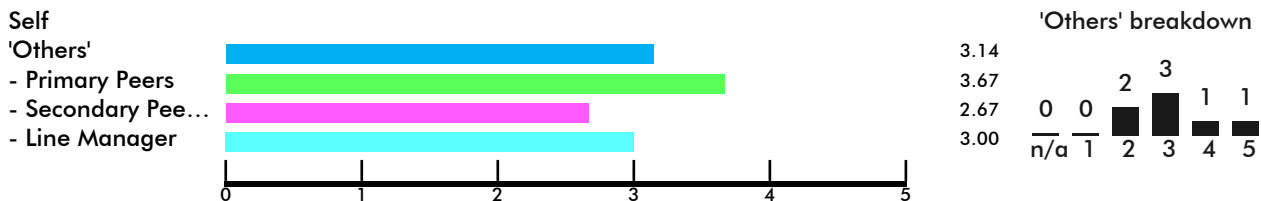
## Measures & Monitors Performance

Sets and monitors metrics designed to improve productivity, efficiency, customer satisfaction, and internal capability.

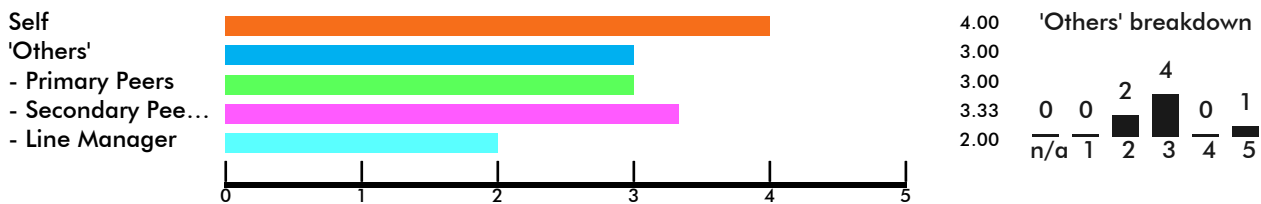
### Overall Summary



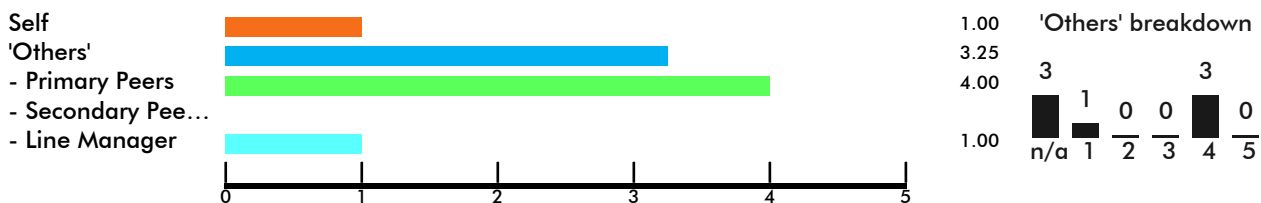
21. Seeks regular feedback from internal and external customers to ensure our service is meeting their expectation.



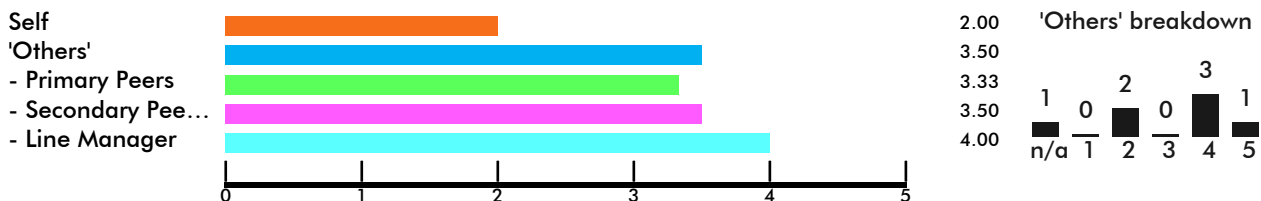
27. Takes personal responsibility for ensuring that action is taken where quality is substandard.



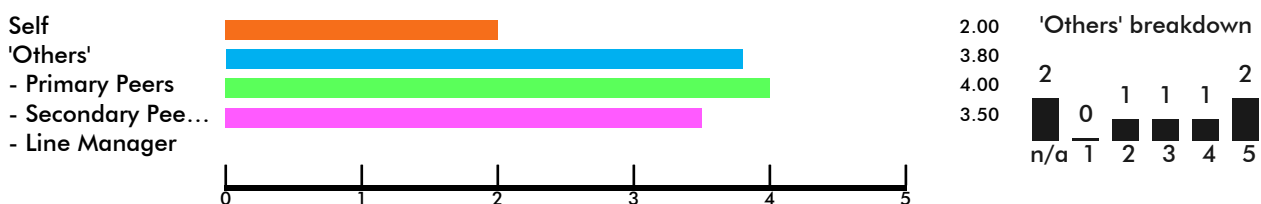
37. Continually strives to raise performance to outstanding levels of excellence.



46. Seeks feedback on the quality of their work.



50. Focuses upon continually improving the quality of own work.





## Qualitative Section – Questions

---

Person Sample

January 2023

---

### Made by Self

What do you believe is your primary strength (provide examples and rationale)?

"n/a"

What development will best enable you to improve (provide examples of the impact you believe that this will have)?

"n/a"

## Qualitative Section – Questions

---

Person Sample

January 2023

---

### Made by Primary Peers

What do you believe is this person's primary strength (provide examples and rationale)?

"n/a"

"n/a"

"n/a"

What development will best enable this person to improve (provide examples of the impact you believe that this will have)?

"n/a"

"n/a"

"n/a"

## Qualitative Section – Questions

---

Person Sample

January 2023

---

### Made by Secondary Peers

What do you believe is this person's primary strength (provide examples and rationale)?

"n/a"

"n/a"

"n/a"

What development will best enable this person to improve (provide examples of the impact you believe that this will have)?

"n/a"

"n/a"

"n/a"

## Qualitative Section – Questions

---

Person Sample

January 2023

---

### Made by Line Manager

What do you believe is this person's primary strength (provide examples and rationale)?

"n/a"

What development will best enable this person to improve (provide examples of the impact you believe that this will have)?

"n/a"

# Developing your behaviours

Person Sample

January 2023



Having reviewed your 360 report you should now be firmly in the building awareness phase of the cycle of behavioural change. You will now be aware of where your strengths and development areas lie and how these are impacting upon your performance and relationships at work.

## Preparing for change

You may still have some questions that you want to have answers to, or may feel you need more information.

The next stage to developing your behaviours is the preparation phase and it is now that you will start to fill those gaps and begin to ready yourself for changing your behaviour.

First it's helpful to summarise what you've learnt from this report and what further questions you might have.

**In which behaviours does the report indicate you have strengths?**

**Which behaviours are areas for development?**

**Does one respondent group consistently rate you higher or lower than the others?  
Why do you think this is?**

**Do the open-ended comments give you any insight on the impact your behaviours are having?**

# Developing your behaviours

Person Sample

January 2023

## Deciding on your development activity

Before deciding on your development activity you need to be clear about what your goal is. It might be that you want to improve your performance in an aspect of your current job, you may want to prepare for a more senior role, or you may want to make a change to your career.

Given what you now understand about your behavioural strengths and areas for development consider what you need to be doing more of/ less of/ differently in order to help you achieve your goal. Do you want to leverage your strengths or do you need to focus your development on minimising the negative impact of your areas for development?

The questions on the next page will help you to prepare for the changes you need to make. They will encourage you to consider not only the behaviours you can use to help you develop but also the knowledge, skills, resources and support you will need to be successful.

Remember to make sure your goal is SMART:

- Specific - it's important there's no wriggle room when it comes to deciding whether or not you have achieved your goal
- Measurable - you need to be able to measure your success, as you progress towards your goal this helps you to monitor how you are getting on
- Achievable - the goal needs to be something you can achieve - this doesn't mean it should be easy or simple but it does mean that it shouldn't be too stretching
- Relevant - is your goal something that will make a difference for you
- Time-bound - when will you start working towards your goal and/or when will you accomplish this goal by

## Developing your behaviours

Person Sample

January 2023

**What's my goal?**

**What will success look and feel like?**

**When will I start making changes? When will I achieve my goal?**

**How can I leverage my strengths?**

**What are the areas I need to develop?**

**What resources do I need?**

**Who can help me?**

**What's getting in my way? How can I remove these barriers?**

**What else do I want to consider or find out about?**