

Your Assessment Report

Workbook created by:
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Sample Workbook

The competences, text and data shown in this report are only for demonstration purposes as AssessMe can be configured to meet the specific requirements of your organisation.

Please visit www.assessme.info for more details

Alan Smith

Team: Local Authority
Section: AssessMe
Division: Marketing
Directorate: Nectare Ltd

Job Family: Customer Services
Level: Frontline

Assessment Consolidated: 19/03/09
Assessors: 6

Introduction

This report consolidates and summarises feedback on a number of important issues pertaining to you and your role. It has been derived from views expressed from close colleagues who dedicated their time and attention to provide you with this useful and valuable information. As a result you will now have a unique insight into your behaviour and effectiveness within the organisation.

Taking these views into account will enable you to focus your efforts and attention on areas that can improve your managerial skills.

At first sight you may challenge some observations because they appear significantly different from how you view yourself. However, these observed views may be the sum of the subjective assessments of several people. If the observations are consistently and independently reported, the results may be more accurate than first thought. A key element of this report is that it enables you "to see yourself as others see you".

The assessment process is designed to ensure that assessors report observed behaviour rather than intentions or wishes. It is often the case that those around us are better observers of our behaviour than we are, and are therefore better placed to assess our strengths and weaknesses. You will find you'll get the most from this report if you approach your results with an open mind.

When reading this report you should consider how your assessors' perceptions of your behaviour may have emerged and why people see you this way. You should also start to get an understanding of how your behaviour impacts on your performance in the workplace.

In each section of this report we have included some questions that you should be asking yourself. There may be other questions or comments that you think of as you read the report and we recommend that you write these down on the left hand side so you can keep a record of all the issues that this report may bring to light.

The information you get from this report will help you to plan your development more effectively and therefore enable you to enhance your performance.

We hope that you will find this report a valuable tool in developing your career.

Action Plan

Once you have initially read through the report and answered the questions that you consider relevant, you should go through it again with your coach / mentor to ensure you have correctly identified your strengths in order to capitalise on these in the future.

You may also need to identify areas of weakness which need attention. Again your coach / mentor can help you create simple practical plans to address these issues, thus enabling you to reach your full potential and bring greater benefit to the organisation.

You can use AssessMe's personal development tools to create and store your Personal Development Plans on line. You will then be able to refer to them, or update them, at any time, from anywhere there is an internet connection.

Return to this Report from time to time when you consider it is necessary, e.g. when facing new challenges or in overcoming everyday obstacles.

Your Assessors

Director	Elizabeth Moore
Manager	Sam Patel
Co-Workers	4

Assessed Competences

This section lists the competences that you have been assessed on and details all the performance criteria (skills and behaviour) that make up each competence.

Read through these to remind yourself of what you were assessed on.

The list is sub-divided into the different aspects of your job role.

If your line manager(s) has marked any of the competences as being of significant (high) priority to them you will see "Manager: High" printed under the title of the competence. If you have been assessed by more than one manager and more than one of them has flagged a particular competence, they will be listed separately i.e. "Manager(1) Manager(2)".

If you marked any as high priority to you, the message "Myself: High" will be printed.

Compare any competences your manager(s) has / have highlighted as high priority with any you have selected, are they the same?

Discrepancies may appear between you and your manager(s) regarding important competences in your professional position. This may be due to the fact that you and your manager(s) have different expectations regarding this position. If you notice any discrepancies, answer for yourself the following questions:

What does the discrepancy result from?

How can such discrepancies influence your work?

How can the discrepancies influence the assessment of your work?

How much longer may such a state of discrepancy last?

You may also consider a possible discussion over this matter with your manager(s).

Assessed Competences

Customer Service

Operating Customer Service Systems

	Consolidated	Avr	Self	Dirctr	Managr	C-Wrkr
Maintains, updates and corrects customer records and other related documentation.	2	2.5	2	3.0	3.0	2.3
Provides a two way flow of service between company and customer.	3	3.4	3	2.0	5.0	3.3
Monitors service problems and follows through to ensure resolution.	3	2.2	4	1.0	2.0	2.7
Explores customer requirements and explains appropriate products and services.	4	3.5	4	0.0	0.0	3.5
Maintains service when systems go wrong within available resource constraints.	3	3.2	1	5.0	1.0	3.3
For this Competence:	3.0	2.9	2.8	2.8	2.8	2.9

Developing and Maintaining Customer Relationships

	Consolidated	Avr	Self	Dirctr	Managr	C-Wrkr
Presents positive personal and organisational image to customer.	2	2.0	1	1.0	2.0	2.3
Balances needs of customer and company.	2	2.3	3	2.0	2.0	2.5
Adapts methods of communication to suit attitude shown by customers.	3	3.2	5	2.0	4.0	3.3
Anticipates and pre-empts future requirements.	5	4.5	X	0.0	5.0	4.3
Fosters a culture which promotes customer service as a priority.	4	4.0	4	3.0	5.0	4.0
Seeks customer feedback to improve service delivery.	2	1.8	2	4.0	1.0	1.5
For this Competence:	3.0	2.8	3.0	2.4	3.2	2.9

Delivering Service to Customers

	Consolidated	Avr	Self	Dirctr	Managr	C-Wrkr
Provides prompt response in line with Service Level Agreements.	3	2.4	5	4.0	0.0	2.0
Refers to appropriate colleagues when unable to respond to customer requirements.	3	3.5	3	4.0	5.0	3.0
Makes recommendations to improve service.	3	2.7	2	3.0	5.0	2.0
Negotiates and clarifies customer requirements.	3	3.2	0	3.0	2.0	3.5
Communicates regularly with customer on progress.	3	2.8	4	2.0	1.0	3.5
Deals with customers politely.	3	3.5	3	0.0	4.0	3.3
For this Competence:	3.0	3.0	3.4	3.2	3.4	2.9

Interpersonal

Relating to Others

Manager:High Director:High Myself: High

	Consolidated	Avr	Self	Dirctr	Managr	C-Wrkr
Gives and takes feedback constructively.	3	3.8	1	5.0	3.0	3.8
Aware of personal impact and adjusts style accordingly.	2	2.2	4	2.0	1.0	2.5
Open and responsive when dealing with colleagues.	3	3.2	3	4.0	2.0	3.3
Shares knowledge and experience with colleagues.	4	3.5	5	4.0	5.0	3.0
Establishes and maintains productive working relationships.	2	2.2	2	1.0	0.0	2.5
Handles differences with colleagues constructively, promptly and positively.	3	3.0	2	0.0	2.0	3.3
For this Competence:	2.8	3.0	2.8	3.2	2.6	3.0

Teamworking

Manager:High

	Consolidated	Avr	Self	Dirctr	Managr	C-Wrkr
Contributes to the definition of team goals.	3	2.7	4	2.0	1.0	3.3
Works actively towards achievement of team goals.	3	2.6	2	0.0	4.0	2.3
Demonstrates concern for team unity and morale.	3	3.0	3	3.0	3.0	3.0
Willingness to participate as a full member of a team.	4	4.3	5	5.0	5.0	4.0
Effective contributor even when team is working on something of no direct personal interest.	2	1.8	0	1.0	0.0	2.0
For this Competence:	3.0	2.9	3.5	2.8	3.3	2.9

Communicating Effectively

Manager:High

	Consolidated	Avr	Self	Dirctr	Managr	C-Wrkr
Speaks clearly and confidently to people at all levels both within and outside of the company.	2	2.2	2	3.0	3.0	1.8
Listens actively, questioning when necessary and summarising clearly.	3	3.2	3	4.0	4.0	2.8
Writes clearly and concisely and structures information logically.	3	3.3	2	3.0	1.0	4.5
Contributes constructive ideas when attending meetings.	2	2.2	2	3.0	1.0	2.3
Ability to make persuasive, clear formal presentation of ideas or facts.	2	1.8	1	1.0	2.0	2.0
For this Competence:	2.4	2.5	2.0	2.8	2.2	2.5

Influencing Skills

	Consolidated	Avr	Self	Dirctr	Managr	C-Wrkr
Overcomes opposition through reasoned argument and persuasion.	2	2.7	5	4.0	2.0	2.5
Gains commitment of team and other relevant parties.	3	4.2	5	4.0	5.0	4.0
Shows ability to compromise when it facilitates progress.	2	3.8	5	5.0	3.0	3.8
For this Competence:	2.3	3.6	5.0	4.3	3.3	3.4

Providing Leadership

Director:High Myself: High

	Consolidated	Avr	Self	Dirctr	Managr	C-Wrkr
Communicates a consistant sense of direction and purpose.	2	2.3	3	4.0	1.0	2.3
Uses a variety of leadership styles to suit circumstances.	3	2.5	3	1.0	3.0	3.0
Cultivates a team culture in which members accept responsibility for their actions.	3	3.0	1	2.0	5.0	2.7
For this Competence:	2.7	2.6	2.3	2.3	3.0	2.6

Comments:

Need to attend team building course. (Self)

A) Would benefit from leadership training.

B) Needs to improve team management skills.

Book self on to next team building course. (Consolidated)

Notes
