FindingPotential

360 Reporting Support

Introduction

Our 360 reports are simply designed with ease of use and visual appeal. However, we appreciate that experienced 360 users/coaches and people new to 360 have questions regarding report content such as scoring, highlighting and other visual mark-up. This document aims to answer these questions.

Note

Typically the person being assessed in a 360 is known as the 'self'. However, as we like to do things a little differently, we call these people the Focus.

How the 360 Scoring Works

Importance Scores

Each Focus and their Manager(s) rank order the importance of the eleven FindingPotential leadership and management competencies (or the number of competencies if you have your own model) in relation to the Focus' current role. Highlighted scores (with a bolded box) show a discrepancy of more than 1 ranking position between Focus and Manager scores; which can be used as an area for further probing within a feedback discussion. Areas that have an equals sign, indicate the same ranking.

Example:

Leadership & Management Competencies	FOCUS		MANAGER
Having a Thirst for Development	1	=	1
Handling Pressure	2		10
Thriving in a Performance Environment	3	=	3
Being Dependable and Taking Accountability	4	=	4

Same competency ranking for Focus and Manager.

Discrepancy of more than one between competency rankings.

Note

The Performance Profile Competencies are not rated for importance and are therefore do not have values entered for the Importance ranking within the report.

Competency Scores

Competency scores are calculated by summing the relevant scores from each rater category (i.e. Focus, Manager, Colleagues, Reports & Others) for the behavioural indicators that constitute the competency.

Example:

The competency 'Having a Thirst for Development' is built up from scores from 11 behavioural indicators (which can be seen in the Detailed Analysis section of the 360 Premium Report). Any 'Not Applicable' ratings are **ignored** as part of this calculation and the total values are averaged across the number of respondents in a given rater category to provide a 1 – 5 score. As an example, a Colleague behavioural score is calculated on the input from 3 colleagues as follows:

- Colleague 1 rated the behaviour as '3'
- Colleague 2 rated the behaviour as 'Not Applicable'
- Colleague 3 rated the behaviour as '4'
- As Colleague 2 score for this behaviour would be ignored, the average score for this behaviour is:
- (Colleague 1 score + Colleague 3 score) / (Number of valid raters for this behaviour)
  = (3 + 4) / 2 = 3.5

This calculation is provides the detailed behavioural scores shown in the Detailed Analysis part of the 360 section and is performed for the other behaviours that constitute a given competency and provides an overall competency score as shown in the Feedback Overview section of the 360 report.

Overall Competency Scores

The overall competency score for a competency is calculated using the same process as described above by averaging all **valid behaviour** scores for a given competency **across all raters**.

This score is not simply an average of the individual rater category competency scores, but is based on the behavioural indicator scores that underpin each competency, causing a slightly different result. By using this calculation method, it is possible that rater categories with larger numbers of respondents will have a higher weighting than those with less. For instance, an Overall score built up from:

1 x Focus

1 x Manager

5 x Colleagues

will mean that the overall score is 5/7 worth of Colleague ratings and 1/7 worth of Focus scores and 1/7 worth of Manager scores (assuming there were no Not Applicable scores provided).

This can be a useful barometer to view the overall picture across all raters, whilst a simple viewing of the competency scores for each rater category will provide an idea of the spread of scores between categories.

High/Low and Top/Bottom Behavioural Scores

Top/Bottom Scores

Within the Detailed Analysis section of the 360 report, the top 10 and bottom 10 behavioural averages are displayed by using the following icons:

One of the highest 10 behavioural average scores

One of the lowest 10 behavioural average scores

These can be a good indicator or particular behavioural strengths within a particular competency.

High/Low Scores

For each behavioural score with the Detailed Analysis section, the single highest score and the single lowest score (not including 'Not Applicable' ratings) are shown as a way of indicating the range of responses for a given question.

Mean Scores

Mean behavioural scores are calculated in a similar manner to the competency overall scores; all 'valid' responses (that is, those not answered as 'Not Applicable') are averaged against the number of valid responses to show the mean score for that given behaviour.

Rating Scales

A reminder of the rating scales used in the 360 questionnaire:

Please describe the extent to which you the Focus exhibits each behaviour using the following rating scale:

> **1** Not at all well; **2** Not very well; **3** Okay; **4** Quite well; **5** Very well

Help & Support

For general help or if a system error occurs please contact us on our dedicated support email address support@greatwithtalent.com. This is the most effective way of making support contact with us. If you would like to speak to someone please call great{with}talent on +44 (0) 870 760 6598 and select Technical Helpdesk at the voice prompt.

Customisation Options

There are a number of customisation options available for our 360 assessment service, for example:

- Changing rater category labels and/or changing minimum report requirements
- System branding, invite/reminder email tailoring
- Implementation of your own competency frameworks and questions
- Consultancy and feedback support for your 360 projects.

Our full list of customisation options and pricing can be found at www.findingpotential.com/customise