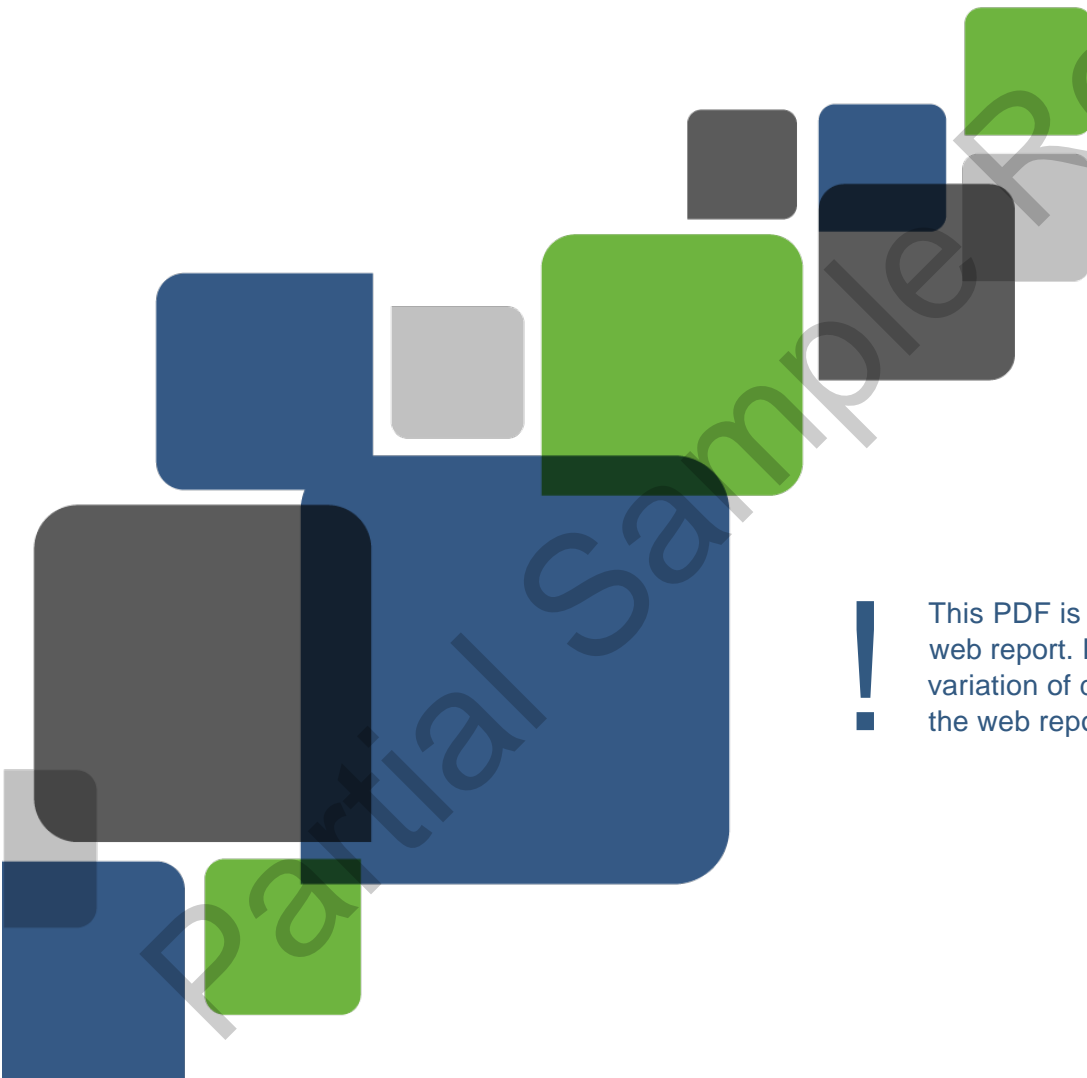


Individual Feedback Charts

Survey of Client Relations

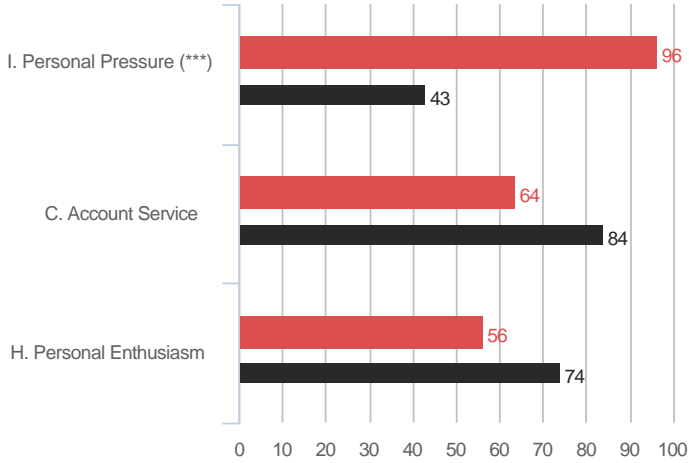
Sample Professional
November 2018
Demo Client



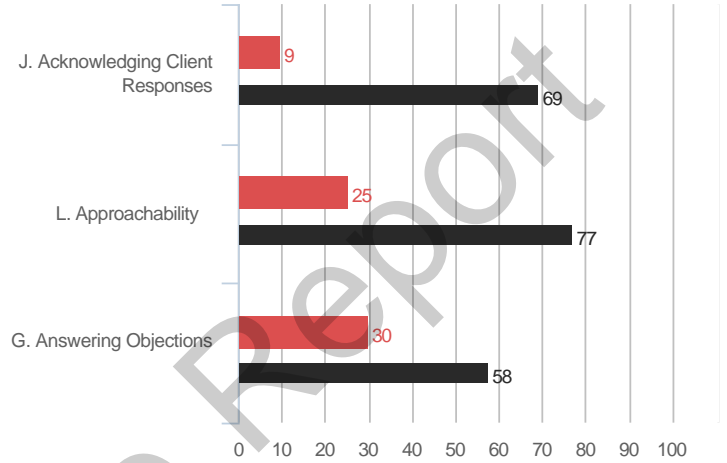
! This PDF is a simplified version of the web report. It does not contain every variation of data/charts contained within the web report.

Highest and Lowest

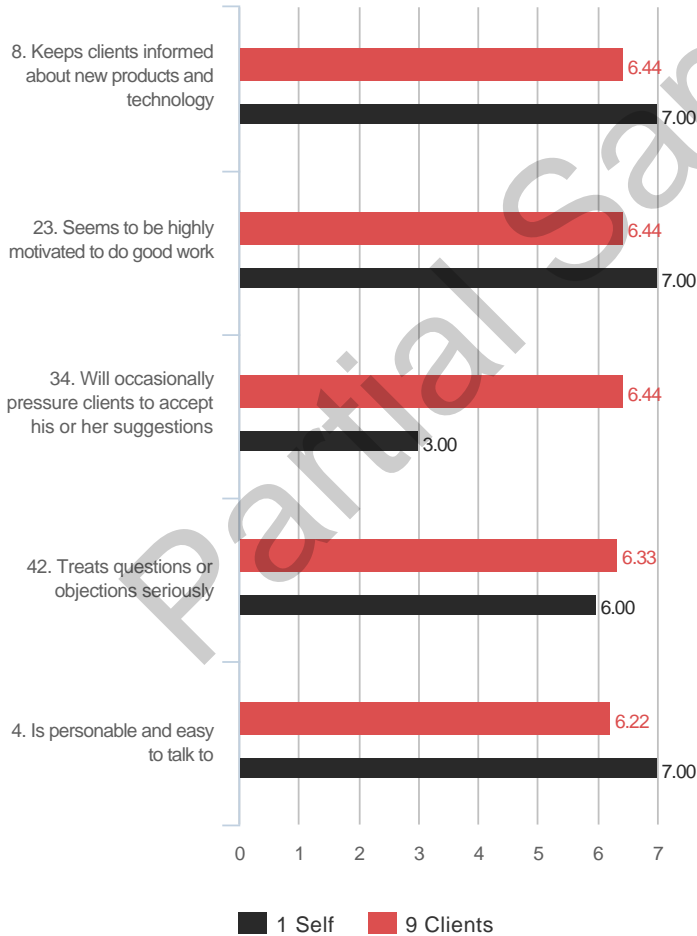
3 Highest Competencies



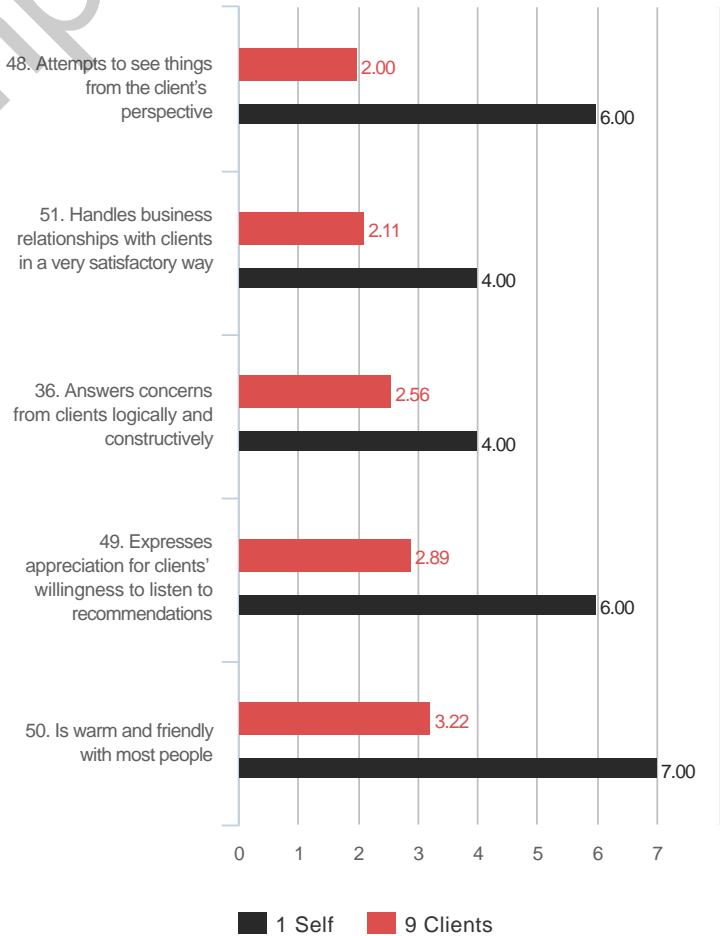
3 Lowest Competencies



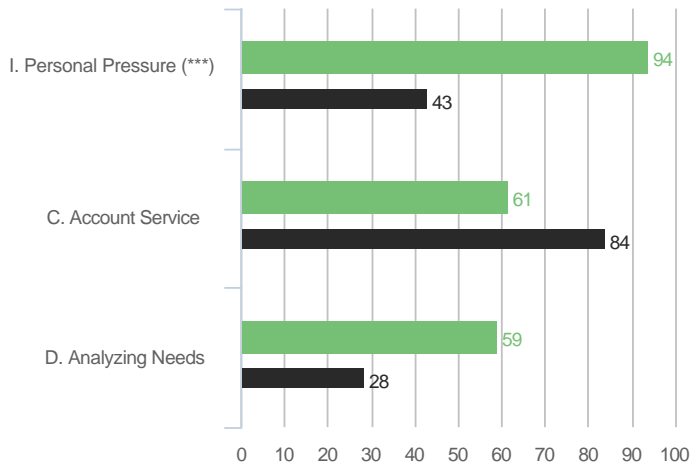
5 Highest Questions



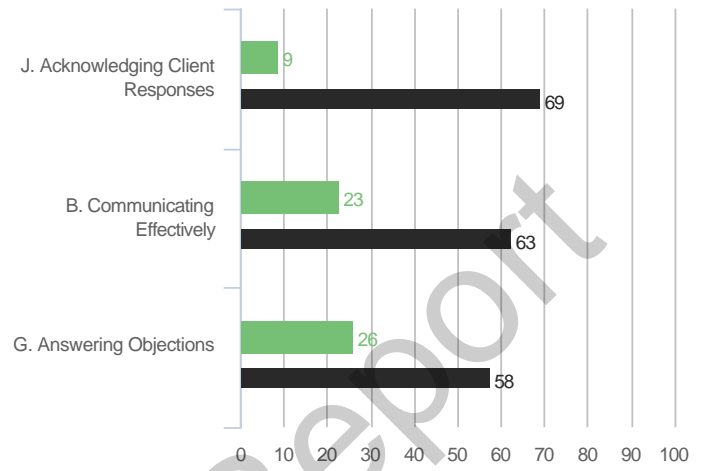
5 Lowest Questions



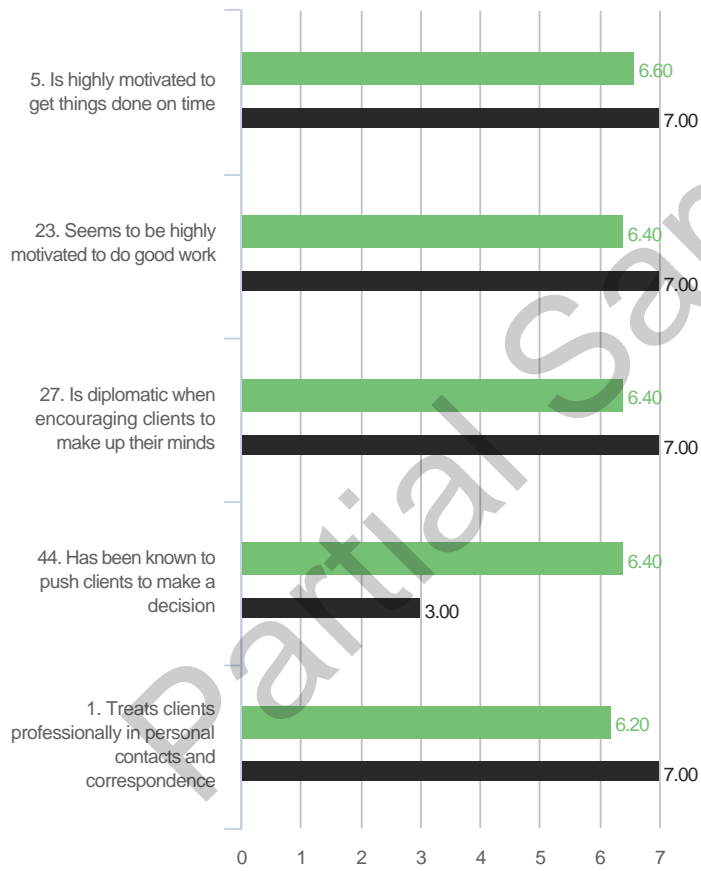
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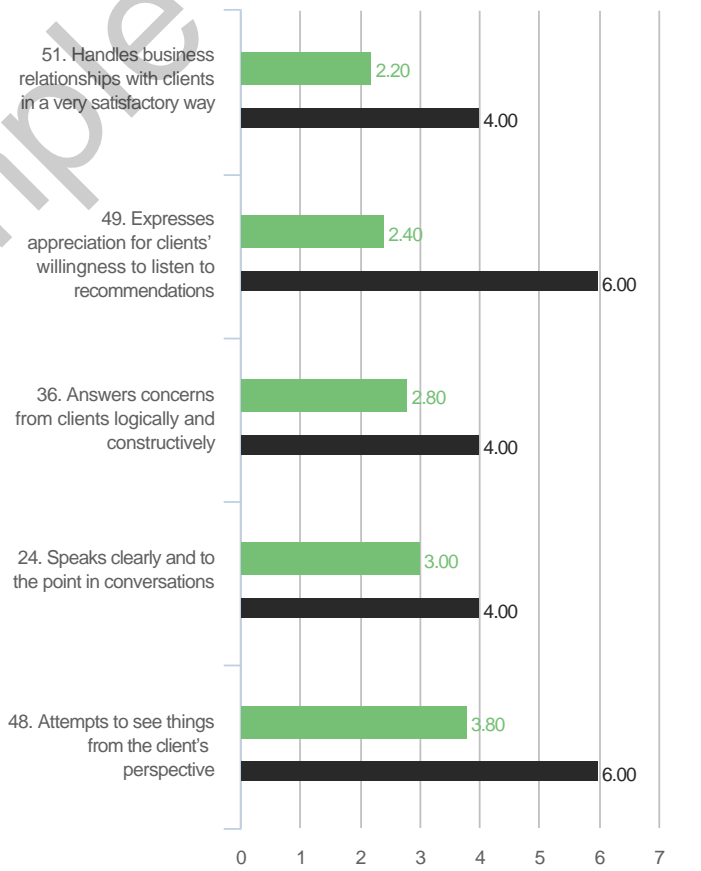
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5 Highest Questions



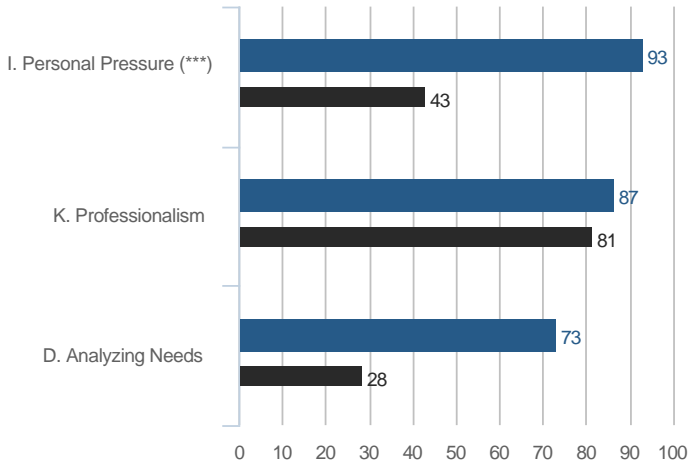
5 Lowest Questions



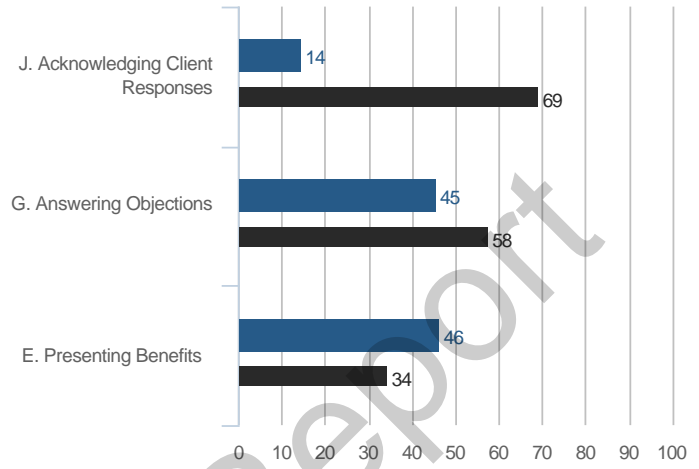
■ 1 Self ■ 5 Associates

■ 1 Self ■ 5 Associates

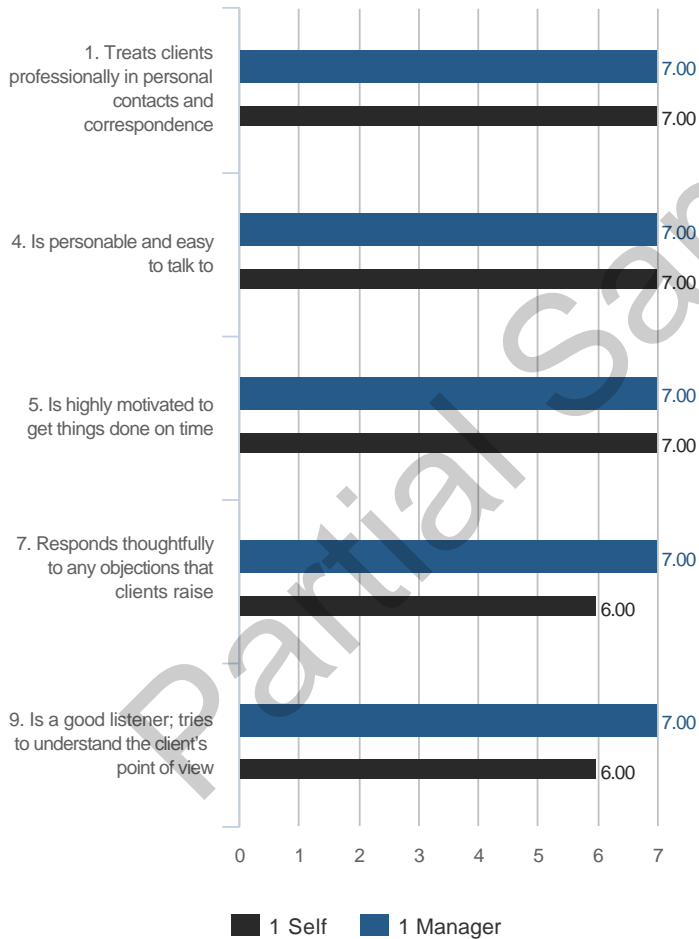
3 Highest Competencies



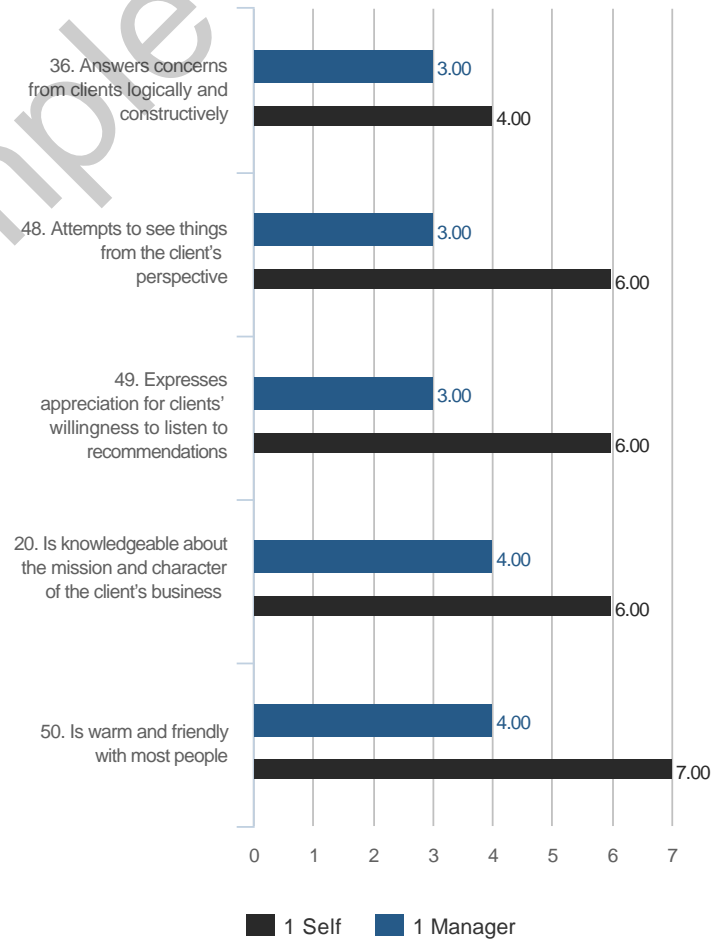
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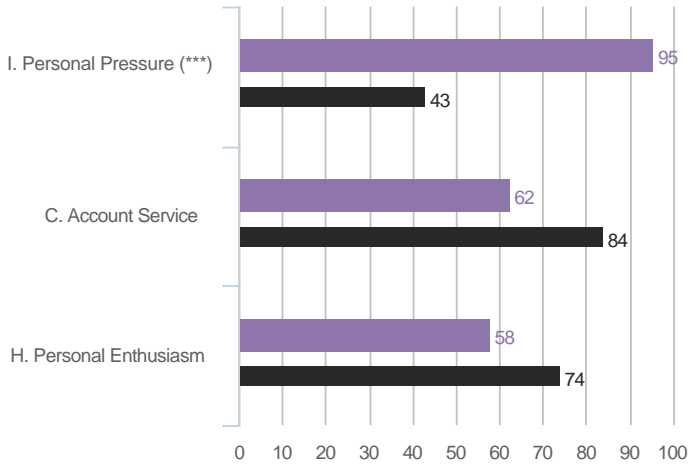
5 Highest Questions



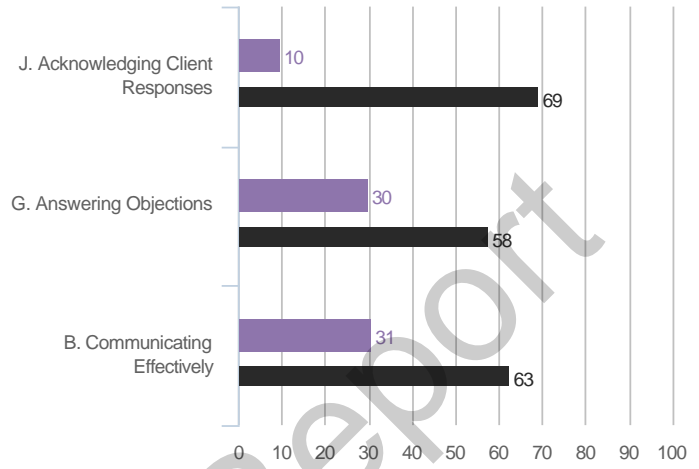
5 Lowest Questions



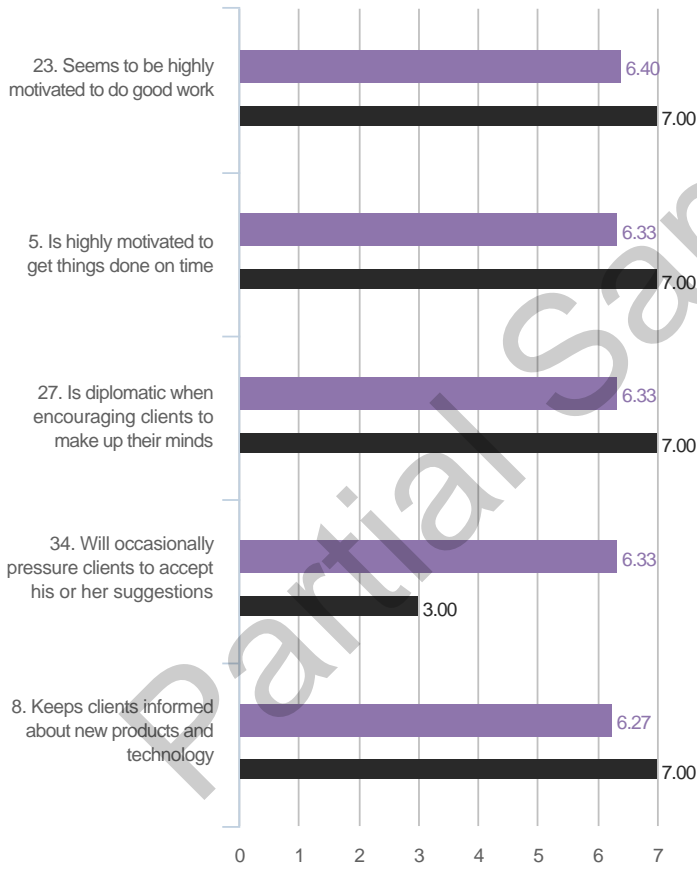
3 Highest Competencies



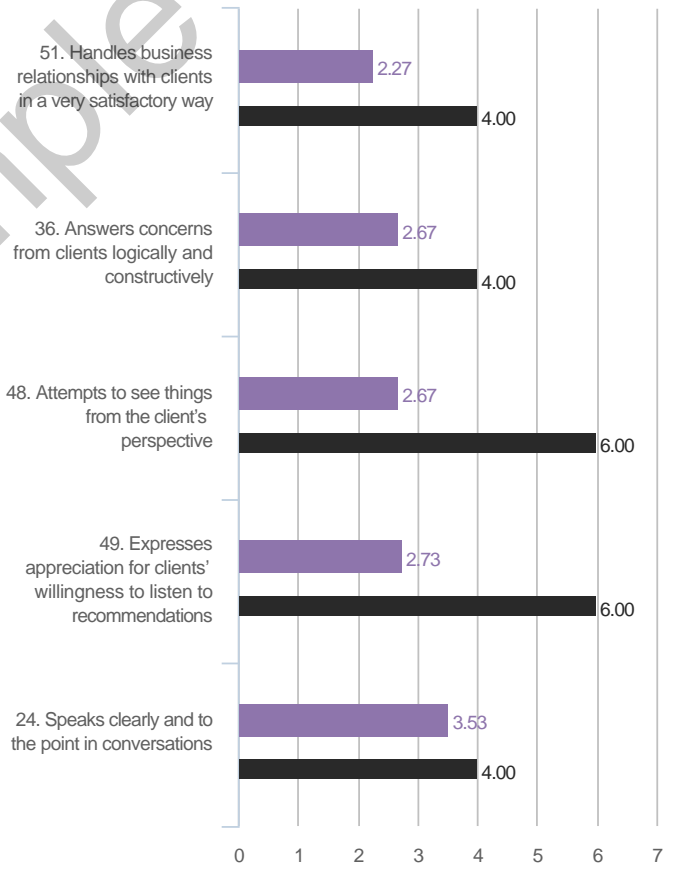
3 Lowest Competencies



5 Highest Questions



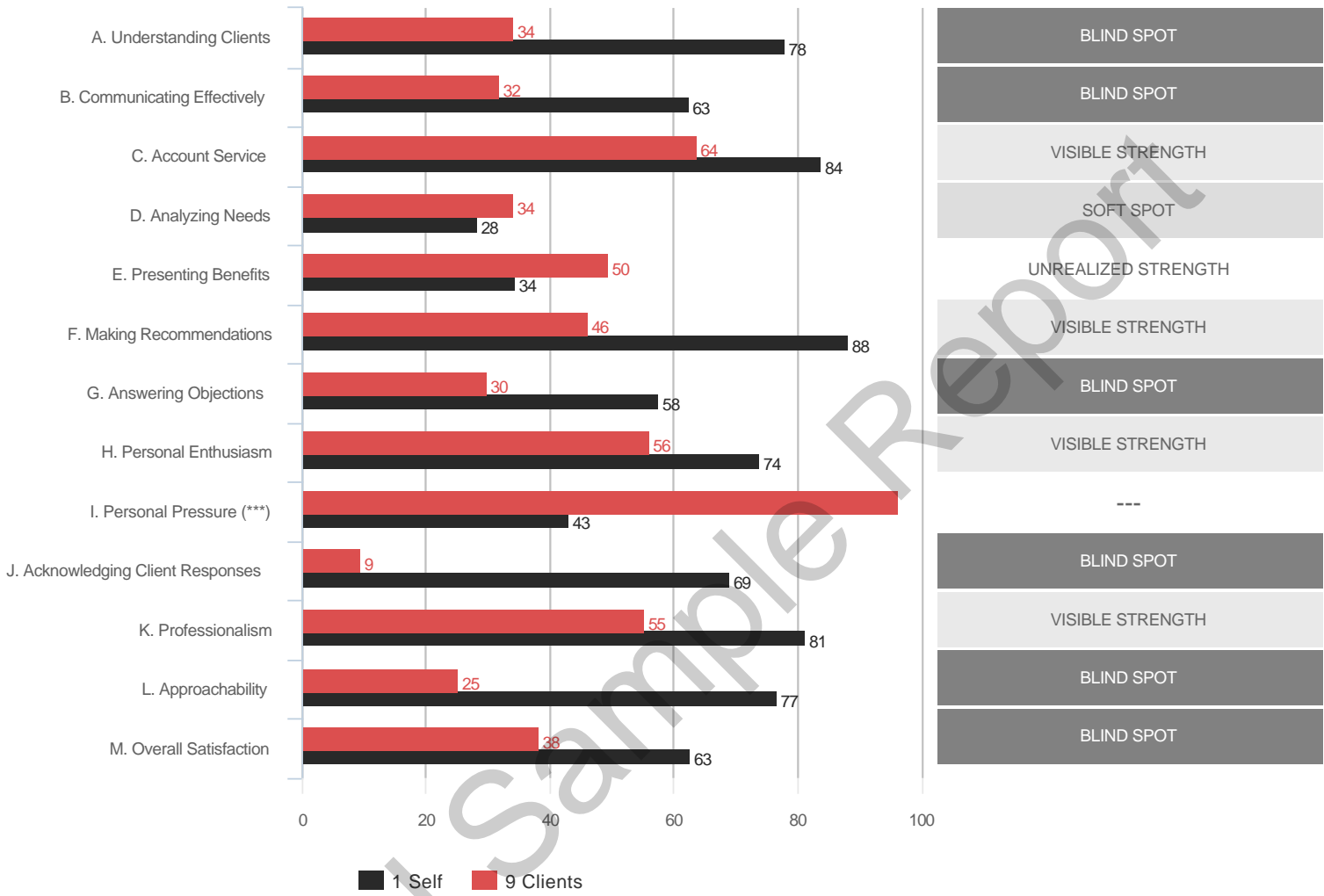
5 Lowest Questions



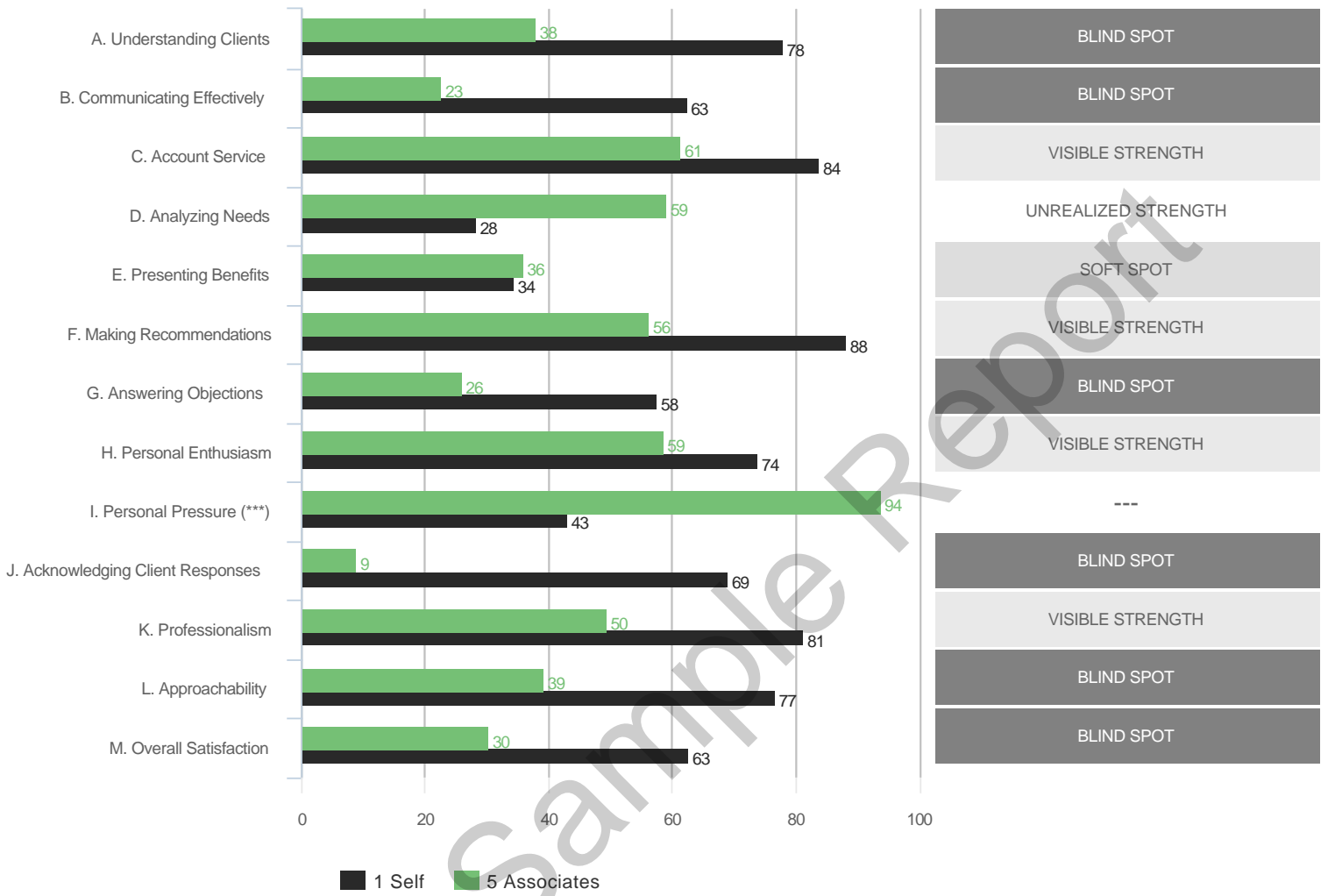
■ 1 Self ■ All Raters Averaged

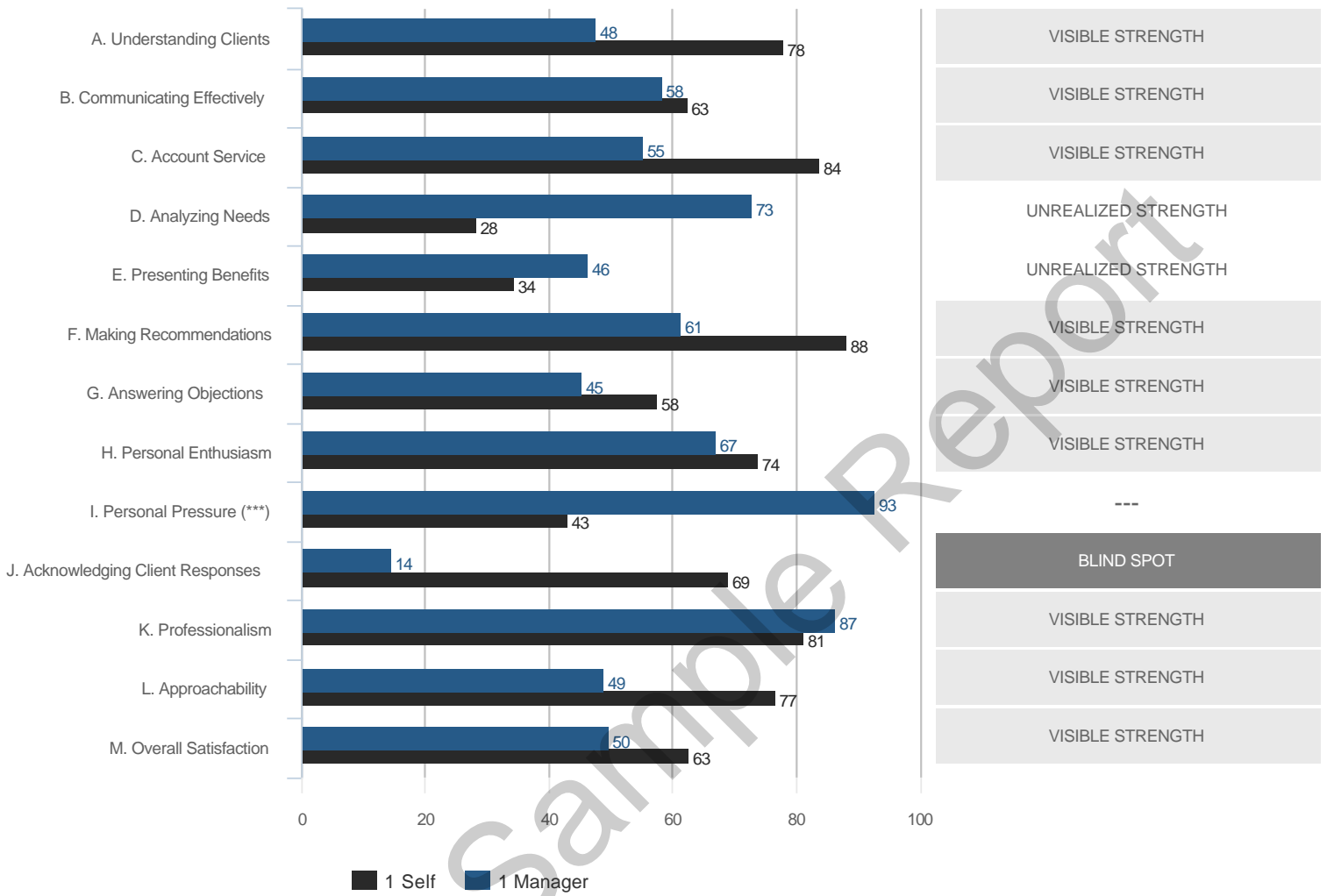
■ 1 Self ■ All Raters Averaged

Blind Spot Analysis



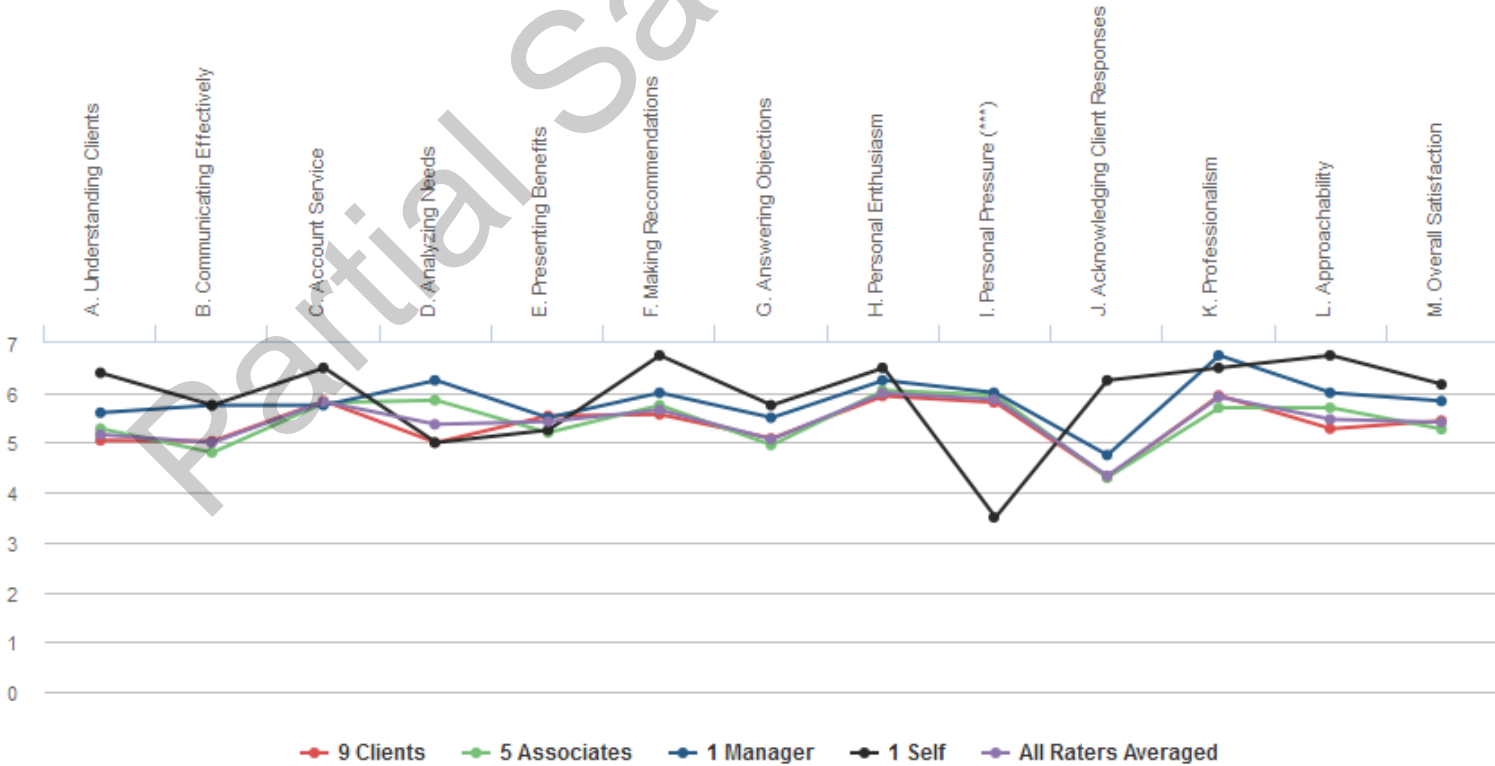
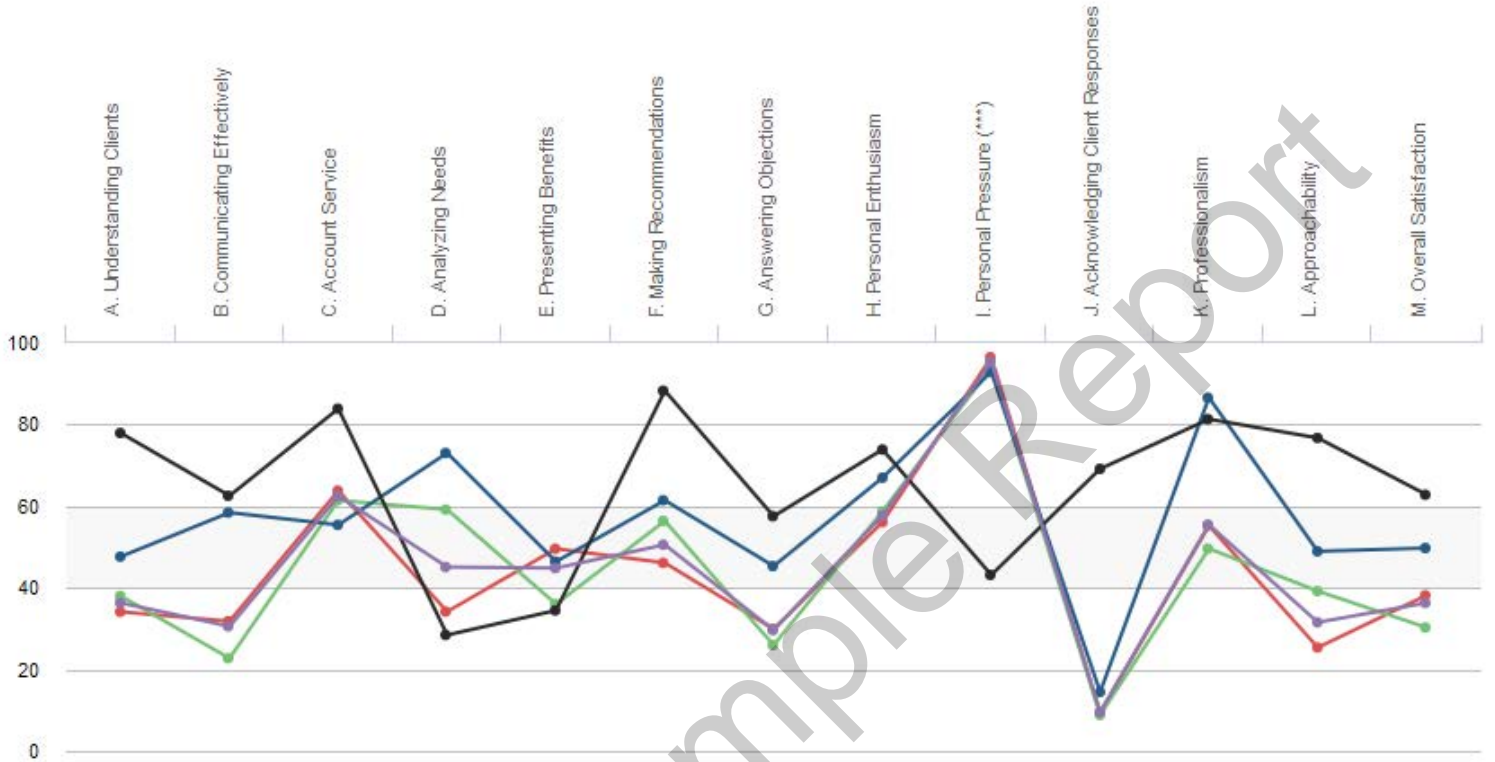
Partial Sample Report







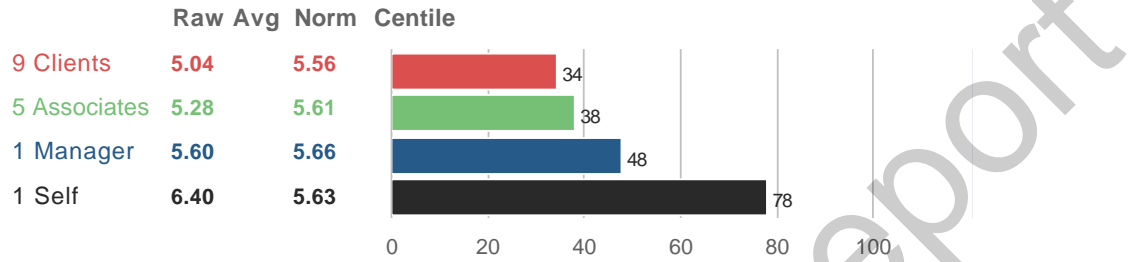
Overall Scores



I. ESTABLISHING RAPPORT

A. Understanding Clients

Overall Scores



Question Scores

9. Is a good listener; tries to understand the client's point of view

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.78	1.20	2	1	3	3
6.20	1.30	1	.	1	3
7.00	---	1
6.00	---	1	.

15. Makes an effort to comprehend the special nature of the client's business

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.33	1.22	3	2	2	2
5.20	1.30	.	.	.	1	.	1	3	.
7.00	---	1
7.00	---	1

20. Is knowledgeable about the mission and character of the client's business

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.89	1.05	1	2	3	3
5.40	0.89	1	1	3	.
4.00	---	1	.	.	.
6.00	---	1	.

26. Understands the client's way of thinking about their needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.22	1.09	1	1	2	5
5.80	1.64	.	.	.	1	.	.	2	2
7.00	---	1
7.00	---	1

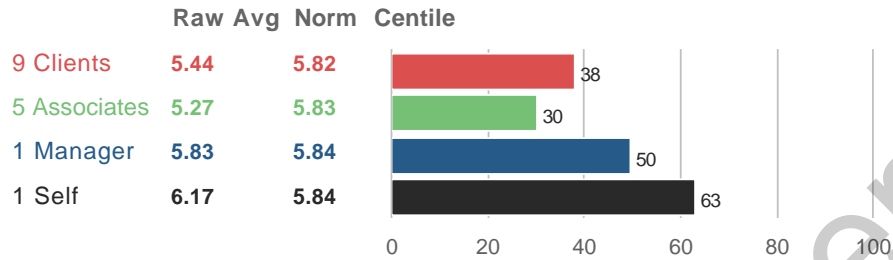
48. Attempts to see things from the client's perspective

Raw Avg	SD	NA	1	2	3	4	5	6	7
2.00	1.12	.	4	2	2	1	.	.	.
3.80	1.79	.	1	.	.	3	.	1	.
3.00	---	.	.	.	1
6.00	---	1	.

RESIDUAL IMPACT

M. Overall Satisfaction

Overall Scores



Question Scores

14. Maintains a good working relationship with clients

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.22	0.83	2	3	4
5.60	0.89	1	.	4	.
6.00	---	1	.
6.00	---	1	.

25. Dealing with him or her is a very favorable experience

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.22	0.67	1	5	3
6.00	1.73	.	.	.	1	.	.	1	3
6.00	---	1	.
7.00	---	1

29. Does work of the highest quality for clients

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.12	1	2	2	4
5.80	1.10	1	.	3	1
5.00	---	1	.	.
6.00	---	1	.

39. Is trustworthy in business dealings

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.22	0.83	2	3	4
6.20	0.84	1	2	2
7.00	---	1
7.00	---	1

47. Highly satisfies clients with top grade products and services

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.20	1	.	.	.	1	2	1	4
5.80	1.64	.	.	.	1	.	.	2	2
7.00	---	1
7.00	---	1

Comments

What does this person do that should be continued?

9 Clients

- *Survey received, no comment provided (9)*

5 Associates

- *Survey received, no comment provided (5)*

1 Manager

- *Survey received, no comment provided*

1 Self

- *Survey received, no comment provided*

Partial Sample Report

What should this person do to be more effective?

9 Clients

- *Survey received, no comment provided (9)*

5 Associates

- *Survey received, no comment provided (5)*

1 Manager

- *Survey received, no comment provided*

1 Self

- *Survey received, no comment provided*

Partial Sample Report

What does this person do that should be stopped?

9 Clients

- *Survey received, no comment provided (9)*

5 Associates

- *Survey received, no comment provided (5)*

1 Manager

- *Survey received, no comment provided*

1 Self

- *Survey received, no comment provided*

Partial Sample Report

Development Plan Template



Print or photocopy this page for additional development items and/or actions.

Development Item

Development Action

What action are you going to take?

How will you know you're improving? (Success Indicators)

What resources do you need?

Complete action by

Partial Sample Report