# 360 Degree Feedback Review Form

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| --- | --- |
| Employee Name: |  |
| Completed By: |  |
| Role (eg Manager, Peer): |  |
| Date Completed: |  |

## Instructions

In keeping with our organization’s goal to continuously improve, we are asking for your candid feedback on the performance of the above individual this past year. A confidential summary of all feedback received will be prepared for each individual so that he or she can use the feedback to learn and develop.

Your individual feedback will be averaged into all the responses received in order to protect your anonymity and ensure that the results each individual receives are completely confidential. Our Human Resources team may also prepare an overall summary to assess areas for additional company-provided training. Thank you for your contribution.

## Performance Competencies

Scoring definitions

|  |  |
| --- | --- |
| 1 = Unsatisfactory | Performance consistently fails to meet minimum position requirements; employee lacks skills required or fails to utilize necessary skills. |
| 2 = Inconsistent | Performance meets some, but not all position requirements. |
| 3 = Proficient | Performance consistently meets position requirements. |
| 4 = Highly Effective | Performance frequently exceeds position requirements. |
| 5 = Exceptional | Performance is consistently superior and significantly exceeds position requirements. |
| NA = New / Not Applicable | Employee has not been in position long enough to have demonstrated the essential elements of the position and will be reviewed at a later agreed upon date. |

**Customer Service Skills**

1. Develops meaningful client relationships  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
2. Makes an effort to listen to and understand the client  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
3. Shows eagerness when working with clients  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
4. Prioritizes client’s satisfaction and looks to provide solutions  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
5. Focuses on fixing problems rather than finding someone to blame  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

**Communication & Interpersonal Skills**

1. Is an engaging and active participant during meetings  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
2. Develops meaningful relationships with co-workers and peers  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
3. Informs, listens and follows direction regularly  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
4. Provides clear written and verbal communication  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
5. Demonstrates thoroughness, reliability and trustworthiness  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

**Quality of Work**

1. Consistently provides thorough and accurate work  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
2. Ability to work under pressure and learn from previous mistakes  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
3. Accurately checks processes and tasks, handles issues in a timely manner  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
4. Ability to work quickly and submit deliverables in a timely manner  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
5. Manages work details; organized and detailed in work product  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

**Judgement & Decision-Making Skills**

1. Thinks logically and practically before making decisions  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
2. Works well independently and with little direction  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
3. Ability to handle confidential information  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
4. Uses independent thought, reasoning and originality  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
5. Makes concise and clear decisions under pressure  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

**Other Competencies**

1. Demonstrates willingness to make significant contributions to the team  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
2. Proactive and self-starter  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
3. Encourages and supports involvement in company activities and events  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
4. Encourages and embraces changes; maintains positivity in times of change  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA
5. Treats everyone with respect and fairness  
     
    Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

Any other comments?

Thank you for your time!