

360 Degree Feedback Review Form

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

6) Is an engaging and active participant during meetings

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

7) Develops meaningful relationships with co-workers and peers

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

8) Informs, listens and follows direction regularly

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

9) Provides clear written and verbal communication

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

10) Demonstrates thoroughness, reliability and trustworthiness

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

Quality of Work

11) Consistently provides thorough and accurate work

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

12) Ability to work under pressure and learn from previous mistakes

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

13) Accurately checks processes and tasks, handles issues in a timely manner

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

14) Ability to work quickly and submit deliverables in a timely manner

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

15) Manages work details; organized and detailed in work product

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

Judgement & Decision-Making Skills

16) Thinks logically and practically before making decisions

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

17) Works well independently and with little direction

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

18) Ability to handle confidential information

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

19) Uses independent thought, reasoning and originality

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

20) Makes concise and clear decisions under pressure

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

Other Competencies

21) Demonstrates willingness to make significant contributions to the team

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

22) Proactive and self-starter

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

23) Encourages and supports involvement in company activities and events

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

24) Encourages and embraces changes; maintains positivity in times of change

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

25) Treats everyone with respect and fairness

Unsatisfactory Inconsistent Proficient Highly Effective Exceptional NA

Any other comments?

Thank you for your time!