

20/20 GOLD : Sample 360° Feedback Survey Items

Executive leadership category : Supporting quality sub-category

Defines quality for the organisation.
Takes measures to reduce bureaucracy.
Encourages managers to analyse work processes.
Communicates clearly the organisation's vision and goals for quality.
Empowers managers to benchmark the products and services of other organisations.
Empowers work groups to suggest ways to improve quality

Personal leadership category : Listening sub-category

Invites contact--is easy to approach and talk to.
Listens to others without interrupting.
Listens to others without changing the subject.
When listening, gives full attention to the speaker.
Shows genuine interest when another person is speaking.
When listening, maintains appropriate eye contact with the speaker.
When listening, asks questions to check understanding.

Sales Management category : Delegation sub-category

Asks for and listens to salespeople's views and recommendations.
Makes assignments based on skill level and business maturity.
When making assignments, gives full information, timeline and results expectations.
Demonstrates trust in employees' ability to accomplish tasks and produce results.
Follows up to ensure that delegated actions are completed.

Salespersons category : Managing sales accounts sub-category

Asks about the customer's value expectations.
Monitors customer satisfaction.
Resolves service problems to the customer's satisfaction.
If needed, conducts effective start-up routines and training for new applications.
Maintains good relationships with key personnel in the organisation.
Coordinates contacts with the customer to ensure delivery of desired value.

Readiness for 360° category : Feedback climate sub-category

The 360° feedback process would be administered properly.
If I gave someone ratings or comments, my input would remain anonymous.
The data collected in the 360° feedback process would be kept confidential.
No one would see specific ratings and comments except the person receiving the feedback.
Most people would give honest and fair ratings and comments.
360° feedback will give people realistic and fair information about themselves.

Team effectiveness category : Teamwork sub-category

Individuals interact well with others of different personalities.
The team does an effective job of sharing responsibility among members.
There is a high degree of trust among team members.
The team represents itself effectively as a cohesive group to the rest of the organization.
The team values the opinions of all members.
Individuals show support for team decisions.