



OurPeople Multi-rater Competency Surveys

There are many multi-rater surveys available, but very few have the ability that OurPeople has to be completely customised to the client's requirements. Now you do not have to settle for a cookie cutter approach because OurPeople can deliver multi-rater surveys that will achieve your required outcomes.

Customisation Options

You have the option to use one of our template surveys, modify one of the template surveys or have a new survey developed from the ground up, customised to meet your particular requirements.

Customisation options include:

- ↳ Survey Name
- ↳ Question Groups (e.g. Leadership, Communication, Customer Service, Integrity, Attitude etc)
- ↳ Questions
- ↳ Respondent Groups (e.g. Self, Manager, Peers, Direct Reports, Clients, Prospects etc)
- ↳ Report Introduction
- ↳ Report Summary
- ↳ Multi-lingual capabilities

Types of Surveys Available

OurPeople can be configured for any type of multi-rater survey, for example:

- ↳ **180 Degree Performance Management Surveys**
Bi-annual/annual evaluation of an employees performance by comparing the employee's perception with that of their manager's in a number of key areas that are relevant to each employee's role.
- ↳ **360 Degree Leadership Development Surveys**
An annual evaluation of a leader/manager's performance in the areas of leadership, people management and execution. By measuring and comparing the perceptions of the leader/manager, their manager, peers and direct reports, we provide the information to develop a "Self Development Action Plan" that will assist the leader/manager to improve their leadership skills and become a more confident and courageous people manager.
- ↳ **Sales Development Surveys**
By providing your sales executives with feedback from their manager, clients and/or prospects they will be better informed to improve their sales performance and customer service levels. By ascertaining the perceptions of the key stakeholders, sales executives will be provided with essential information that will assist them to develop a Personal Action Plan.
- ↳ **Organisational Pulse Survey**
Provides executive management with a measure of the organisation in ten key areas (Customer Service, Employee Engagement, Innovation, Leadership, Communication, Execution, Employee Engagement, Performance Management, Individual Wellness, Team Resilience and Organisational Resilience). As the perception of how an organisation is performing can vary depending on who you ask, we report the views of the different employee groups (Board, CEO, Executive Management, Management and Employees).
- ↳ **Other Fully Customised Multi-rater Surveys**
No matter your requirement, if you need a multi-rater survey we can customise to meet your specific requirements.

Clear and Concise Reporting

180 Degree Performance Management Survey Reporting

RESPONDENT GROUP ALIGNMENT (Summary)

In this section your average scores for each group of questions are compared to the average scores provided by your manager. This section is very much the helicopter view and allows you to easily assess whether your perception of yourself is in alignment with the perceptions of your manager.

Keep in mind that the information provided is the constructive views of your manager. Use this information to identify those areas that you feel you can either improve or work on to become an even greater strength.



RESPONDENT GROUP ALIGNMENT (Detail)

In this section your scores are compared to your manager's at a very detailed level. The diamonds represent the score given for each question.

Please pay particular attention to any questions where there is a significant difference between your manager and yourself and/or where both of you have scored less than four. If this is the case there may be grounds for further investigation and recognition within your Development Plan.



RESPONDENT COMMENTS

You and your manager were requested to provide further comments on your key achievements, future training and/or development that would be beneficial and any other observations that would help you in your role. These comments are presented exactly as they were provided by your manager and yourself.

SELF Comments

Key achievements involved taking on extra responsibilities around the office. At the moment I don't think I require any extra training. There are some areas that I would appreciate extra support from my manager with.

Manager Comments

John has taken on more responsibility within his role which has been fantastic. There are a few areas that he requires extra training and support with.

360 Degree Leadership Development Survey Reporting

SELF ALIGNMENT TO ALL OTHER RESPONDENTS

In this section your scores are compared to the average scores from all of the respondents. This section is very much the helicopter view and allows you to easily assess whether your perception of yourself is in alignment with the perceptions that those close to you have.







Keep in mind that the information provided is the constructive views of those individuals who interact with you on a day-to-day basis. Use this information to identify those areas that you feel you can either improve or work on to become an even greater strength.

Communication	Encourages others to share their ideas and concerns and listens openly to all viewpoints.	SELF		3.2
		ALL		3.8
Providing Direction	Establishes clear expectations and plans the steps required to accomplish objectives.	SELF		3.0
		ALL		3.8

RESPONDENT GROUP ALIGNMENT (Summary)

In this section you will be able to compare your scores with those of the other respondent groups (i.e. Manager, Peers, Direct Reports, Clients, Prospects etc). By reviewing the average scores from each group you will be able to ascertain whether you are interacting consistently across all respondents or whether you are modifying your interaction to suit a particular group.

We suggest that you pay particular attention to those areas where respondent groups perceive you differently. In this situation, ask yourself whether it is appropriate for groups to have different views and if not identify these areas as potential inclusions in your self-development program.

Communication	Encourages others to share their ideas and concerns and listens openly to all viewpoints.	SELF		3.2
		MANAGER		4.4
		PEER		4.2
		CLIENT		3.1
		DIRECT REPORT		3.5
Providing Direction	Establishes clear expectations and plans the steps required to accomplish objectives.	SELF		3.0
		MANAGER		4.3
		PEER		4.2
		CLIENT		3.1
		DIRECT REPORT		3.6

RESPONDENT GROUP ALIGNMENT (Detail)

In this section your scores are compared to all other Respondent Groups at a very detailed level. The diamonds indicate the average score of each respective group, the lines indicate the range of scores from lowest to highest.

Please pay particular attention to the range of scores as a wide range may indicate that you are not consistently displaying a particular attribute and that you may be treating some individuals differently to others. If this is the case there may be grounds for further investigation and recognition within your Development Plan.

Communication	Soliciting ideas, suggestions and opinions from others	SELF		3.5
		MANAGER		4.0
		PEER		4.0
		CLIENT		3.3
		DIRECT REPORT		3.5
	Creates a comfortable climate for airing concerns	SELF		3.5
		MANAGER		4.0
		PEER		4.3
		CLIENT		3.3
		DIRECT REPORT		3.3

RESPONDENT COMMENTS

Your survey respondents were given the opportunity to provide additional comments to assist you in your development program. These comments are optional and are presented exactly as they were provided by the individuals.

SELF Comments

Over all, I think I am a fairly reasonable manager. I have a few areas that I need to improve on, which I am currently receiving training and assistance with.

Manager Comments

Maria is an outstanding performer in so many aspects. She is an asset to this organization.

PEER Comments

Organisational Pulse Survey Reporting

RESPONDENT GROUP ALIGNMENT (Summary)

In this section you will be able to compare the scores for all respondent groups (i.e. Board, MD/CEO, Executive Management, Mid-Management and Employees (Team)). By reviewing the average scores from each group you will be able to ascertain whether the views and perceptions are consistent across the organisation.

Pay particular attention to those areas where respondent groups have differing perceptions. In this situation, ask yourself whether it is appropriate for groups to have different views.



RESPONDENT GROUP ALIGNMENT (Detail)

This section examines the scores for each respondent group, compared to all other groups, at a very detailed level. The diamonds indicate the average score of each respective group, the horizontal lines indicate the range of scores from lowest to highest.

Pay particular attention to the range of scores as a wide range may indicate that there is a disconnect within a group and a potential communication and/or management issue.



For more information, please contact:

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