



Feedback Results
Your CompanyName Here
2024

Sample Employee

Introduction

What you will find in this report

This report contains the results of the feedback collected for you. These results are presented to help you identify your strengths, areas for development, and areas where your ratings may diverge with individuals providing you feedback.

We hope that you remember from your own experience how difficult it can be to provide others with this type of feedback, be open to considering their opinions, and be willing to use their feedback in your development.

Goals of the 360 Degree Feedback

Multi-Source Feedback presents a more complete picture of an individual's behavior and performance by drawing information from different perspectives within the work environment. It gives recipients a resource to guide their development, and reviewers' additional input.

Feedback from multiple sources helps you in several ways, including increasing awareness of your strengths, how you are perceived by others in different roles, and providing input for your professional development.

Receiving Feedback

Receiving feedback is a tremendous opportunity to discover how you are perceived by others which may be similar or dissimilar to how you perceive yourself. It is important to reflect on your feedback as a tool to help you set specific goals for professional development. This can be done when you see the feedback as it is, a perspective on where you may improve your performance and working relationships. It is important to realize that seeking and receiving constructive feedback is the only way we can see our "blind spots." This feedback may help us to understand the negative impact our actions may unintentionally have on others.

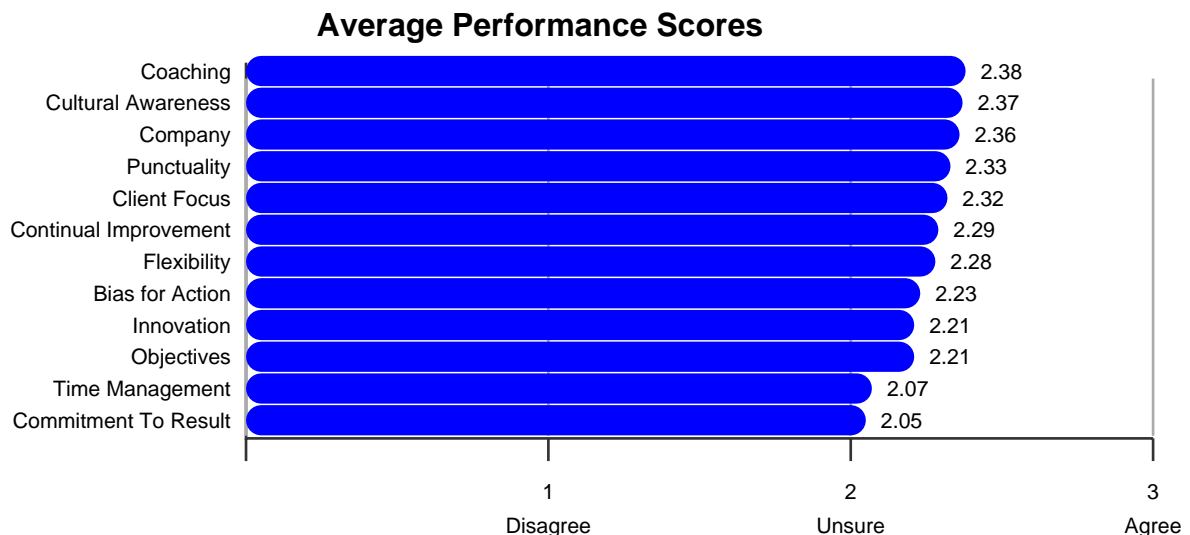
What to Do with Your Feedback

Use your feedback to help you develop awareness and set goals for developing your effectiveness. This can be done if you see the feedback as multiple perspectives on where you are already strong or can improve in the defined areas of effectiveness.

Summary

The questionnaire items used in this feedback process asked respondents to rate specific behaviors and competencies identified by [Your Company Name] current leaders. These behaviors and competencies fall into 12 major dimensions of leadership.

The summary scores for each dimension shown below were calculated by averaging all respondents' scores for all of the questions within that dimension. These dimension summary scores are sorted from high to low, with the highest shown at the top. The dimensions toward the bottom may need the most development.



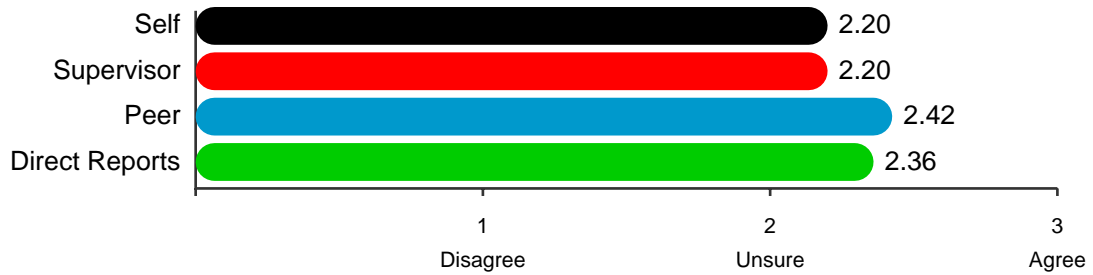
Gap Analysis

The following table graphically displays the "Gap," or difference between your average rating on each competency (labeled "Self") and the average score of all other respondents (labeled "Others") who provided you with feedback. This can help you identify blind spots, or areas where you were rated more favorably by other respondents than by yourself. The Gaps for these competencies are colored in shades of green. Conversely, the graph can also help you identify your opportunities for improvement, or areas where you rated yourself higher than others did. The Gaps for these dimensions are colored in shades of red. The darker the shade of green or red, the larger the Gap. Finally, if a dimension's Gap is not shaded with a specific color, it indicates an area of agreement between yourself and others.



Cultural Awareness

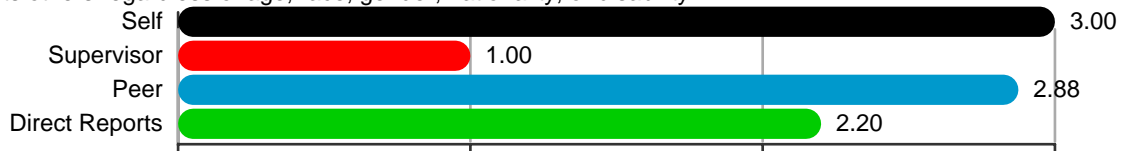
Summary Scores



1. Seeks out different viewpoints and benefits from different perspectives.



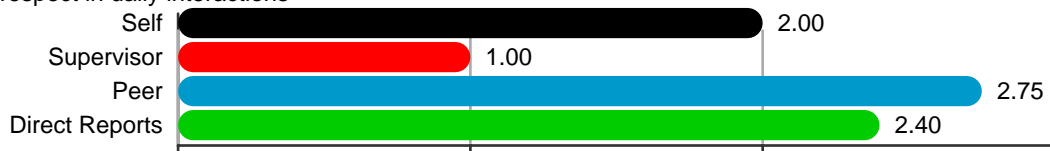
2. Respects others regardless of age, race, gender, nationality, or disability.



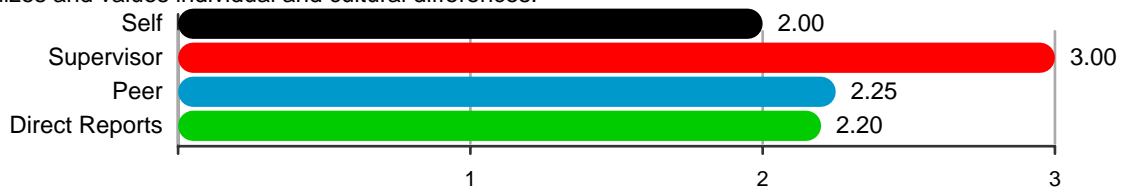
3. Maintains an inclusive work environment that maximizes the talents of others in achieving goals.



4. Shows respect in daily interactions



5. Recognizes and values individual and cultural differences.



Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Disagree) to green (Agree).

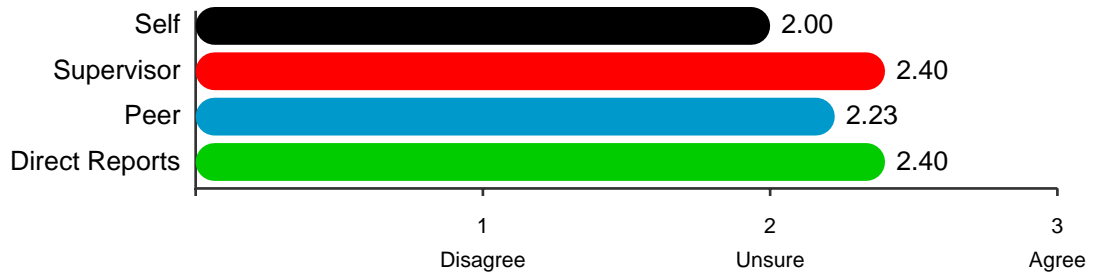
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
1. Seeks out different viewpoints and benefits from different perspectives.	15	2.27	33.3	7%	60%	33%
2. Respects others regardless of age, race, gender, nationality, or disability.	15	2.53	73.3	20%	7%	73%
3. Maintains an inclusive work environment that maximizes the talents of others in achieving goals.	15	2.33	40.0	7%	53%	40%
4. Shows respect in daily interactions	15	2.47	53.3	7%	40%	53%
5. Recognizes and values individual and cultural differences.	15	2.27	40.0	13%	47%	40%

Comments:

- Sometimes work is pushed forward when he doesn't understand underlying issues and work needed.
- I know I can always count of _____ to offer his true opinion and be supportive in any efforts or initiatives I'm passionate about.
- _____ does a great job investigating an issue thinking it through before he takes action.
- _____ is very good a recognizing the strengths of his staff and allowing each to do his/her assigned duties without trying to micromanage. I think this leads to the staff feeling that _____ respects their abilities and contrabutions to the department.
- _____ is a strategic thinker - able to understand what result the organization is trying to achieve and how to achieve those results.
- Establishes a culture where everyone's contribution is acknowledged and valued.

Flexibility

Summary Scores



6. Willing to try new ideas.



7. Works effectively during periods of change.



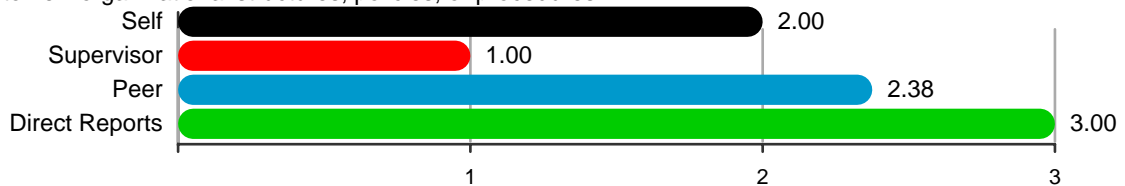
8. Acts decisively in frequently changing and uncertain environment.



9. Encourages others to adopt new procedures.



10. Adapts to new organizational structures, policies, or procedures.



Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Disagree) to green (Agree).

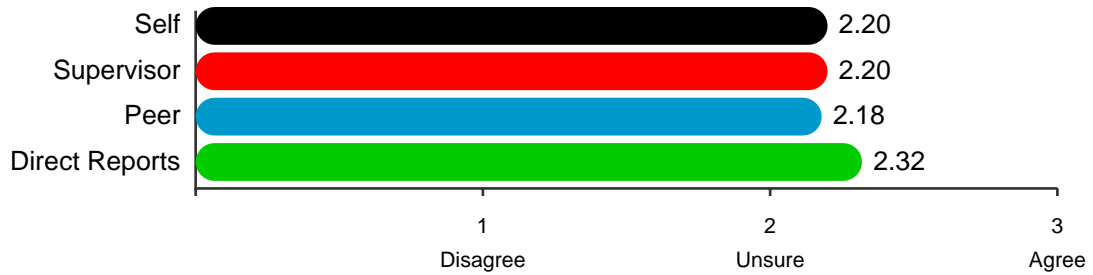
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
6. Willing to try new ideas.	15	2.13	33.3	20%	47%	33%
7. Works effectively during periods of change.	15	2.07	26.7	20%	53%	27%
8. Acts decisively in frequently changing and uncertain environment.	15	2.33	40.0	7%	53%	40%
9. Encourages others to adopt new procedures.	15	2.40	53.3	13%	33%	53%
10. Adapts to new organizational structures, policies, or procedures.	15	2.47	60.0	13%	27%	60%

Comments:

- _____ is highly respect as a leader in this organization. He demonstrates excellent communication and negotiation skills.
- I have seen improvement and will try to encourage even more growth.
- Is a natural leader with his personality. I believe more experience would make him a more effective leader.
- he is open and willing to share his vision for the team.
- _____ has been in a challenging role this past year with a lot of change and transitions.
- _____ relies on his direct reports to solicit input and involve front line staff in everyday work.

Bias for Action

Summary Scores



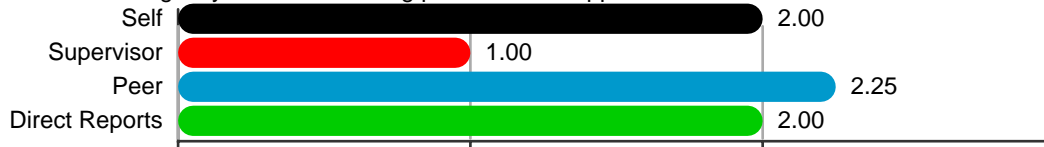
11. Projects a "can-do" attitude when interfacing with peers, subordinates and customers(especially during difficult and challenging times).



12. Displays high energy and enthusiasm on consistent basis.



13. Conveys a sense of urgency about addressing problems and opportunities



14. Coach others to foster an environment which can adapt quickly and willingly to rapid change.



15. Identifies ways to simplify work processes and reduce cycle times



Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Disagree) to green (Agree).

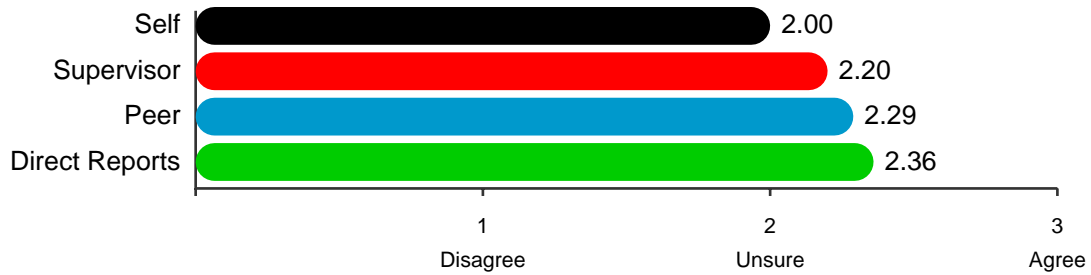
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
11. Projects a "can-do" attitude when interfacing with peers, subordinates and customers(especially during difficult and challenging times).	15	2.33	40.0	7%	53%	40%
12. Displays high energy and enthusiasm on consistent basis.	15	2.07	20.0	13%	67%	20%
13. Conveys a sense of urgency about addressing problems and opportunities	15	2.07	26.7	20%	53%	27%
14. Coach others to foster an environment which can adapt quickly and willingly to rapid change.	15	2.27	40.0	13%	47%	40%
15. Identifies ways to simplify work processes and reduce cycle times	14	2.43	50.0	7%	43%	50%

Comments:

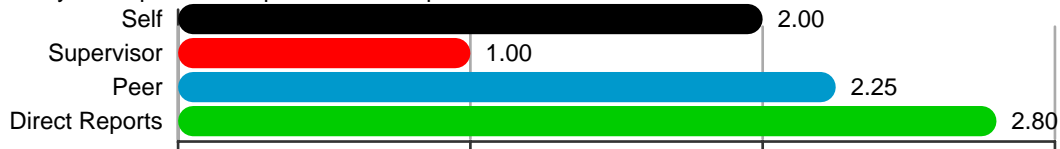
- _____ needs to make sure and pass on company information he gets in emails or at the meetings. Sometimes we get information too late or not at all in regards to company happenings.
- _____ has been excellent about obtaining feedback and our opinions about system and program changes.
- Manager is always interested in our views, and continually works at implementing our suggestions.
- _____ has implemented using certain times of the day for email. He is consistently encouraging staff to keep emails brief and too the point.
- Help subordinates grow by challenging them to solve a problems instead of providing the answers.
- he is perceived, at times, as taking over in areas that aren't his responsibility and this can cause tension within the team. Working more collaboratively with his colleagues can help avoid this as his intentions are always good, but may not always be perceived that way. A greater presence (i.e. less travel to conferences) would be appreciated by others as well.

Continual Improvement

Summary Scores



16. Looks for ways to improve work processes and procedures.



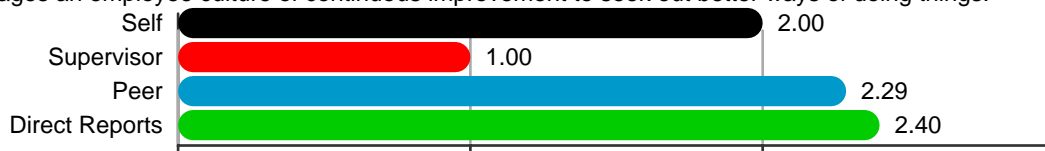
17. Promotes training and development opportunities to enhance job performance.



18. Open to the suggestions from others.



19. Encourages an employee culture of continuous improvement to seek out better ways of doing things.



20. Searches for new methods, techniques, and processes that increase efficiency and reduce costs.



Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Disagree) to green (Agree).

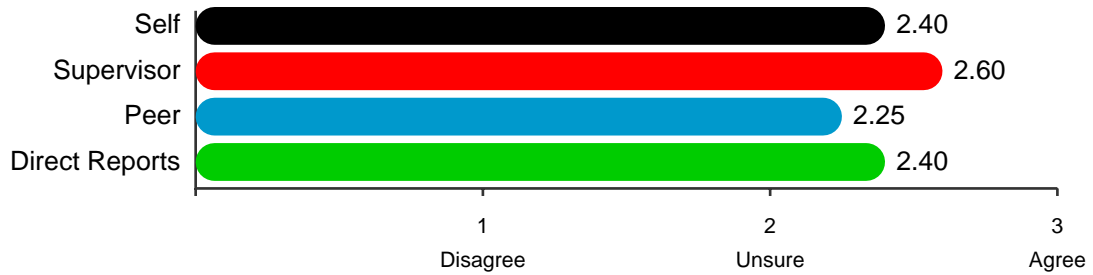
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
16. Looks for ways to improve work processes and procedures.	15	2.33	46.7	13%	40%	47%
17. Promotes training and development opportunities to enhance job performance.	15	2.33	40.0	7%	53%	40%
18. Open to the suggestions from others.	14	2.00	14.3	14%	71%	14%
19. Encourages an employee culture of continuous improvement to seek out better ways of doing things.	14	2.21	42.9	21%	36%	43%
20. Searches for new methods, techniques, and processes that increase efficiency and reduce costs.	15	2.53	60.0	7%	33%	60%

Comments:

- He is approachable and easy to talk to. In every interaction he is honest, encouraging, a great listener, and very supportive.
- Communication is not always timely, I think he means well but lack of communication causes more stress on the department than the actual information when finally received.
- He is a very diligent hard worker.
- Is very upbeat and quick to contribute to the team.
- _____ is very sharp and plays a vital role in this organization
- _____ is very approachable and ensures the best for all employees in the department.

Punctuality

Summary Scores



21. Avoids making personal phone calls during working hours.



22. Arrives to meetings on time.



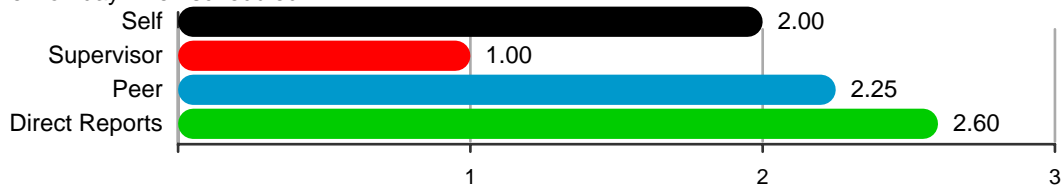
23. Maintains an efficient schedule of activities.



24. Responds to requests for information in a timely manner.



25. Starts the workday when scheduled.



Level of Skill

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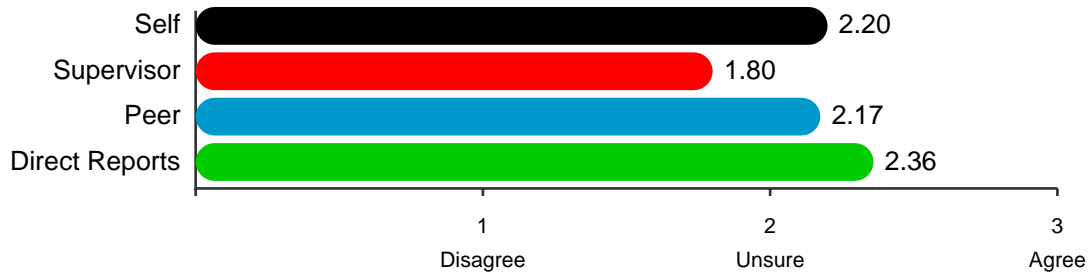
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
21. Avoids making personal phone calls during working hours.	15	2.60	66.7	7%	27%	67%
22. Arrives to meetings on time.	15	2.33	40.0	7%	53%	40%
23. Maintains an efficient schedule of activities.	15	2.07	20.0	13%	67%	20%
24. Responds to requests for information in a timely manner.	15	2.40	53.3	13%	33%	53%
25. Starts the workday when scheduled.	15	2.27	53.3	27%	20%	53%

Comments:

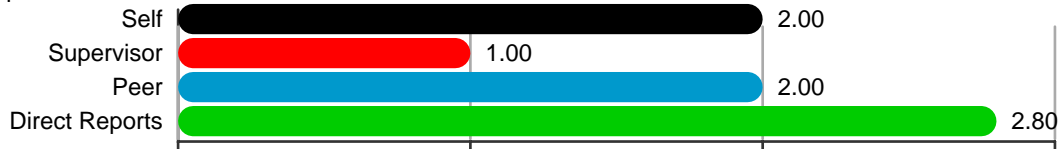
- _____ pushes me to be more involved in committees, such as the customer satisfaction committee. When motivating the group has been a struggle, _____ has stepped in and redirected the conversations. This redirection has resulted in good dialogue with the group.
- _____ is thoughtful and organized in his decision making, by gathering information from available resources, then making a solid decision.
- Don't work with him enough to observe the vast majority of these items.
- Be being better organized. It would help with prioritizing.
- _____'s dedication and leadership in the management development program is evident.
- I frequently reach out for assistance and appreciate that he is there when I/we need him and he actively engages in solving the issues at hand.

Innovation

Summary Scores



26. Builds upon the ideas and solutions of others.



27. Searches for opportunities and innovative ways to improve the organization.



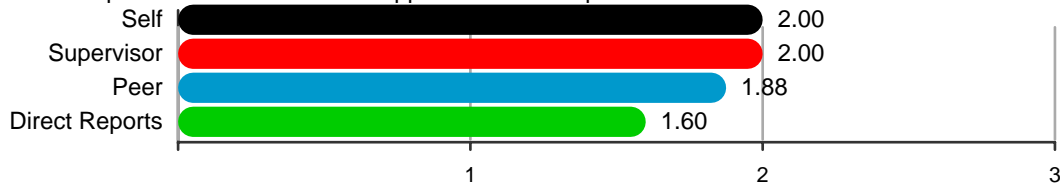
28. Takes risks to advance important ideas.



29. Develops new products and services.



30. Analyzes current procedures and identifies opportunities for improvement.



Level of Skill

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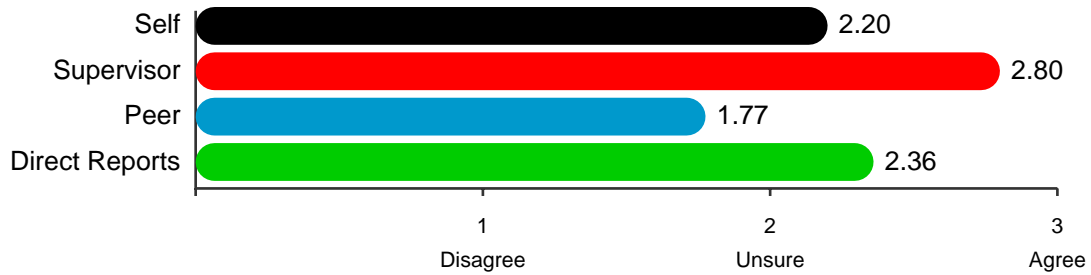
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
26. Builds upon the ideas and solutions of others.	15	2.20	33.3	13%	53%	33%
27. Searches for opportunities and innovative ways to improve the organization.	15	2.00	26.7	27%	47%	27%
28. Takes risks to advance important ideas.	15	2.47	53.3	7%	40%	53%
29. Develops new products and services.	15	2.60	60.0		40%	60%
30. Analyzes current procedures and identifies opportunities for improvement.	15	1.80	13.3	33%	53%	13%

Comments:

- He is sensitive to his employees needs and is creative in accommodating their needs.
- I will always remember _____ as my first manager and be thankful he helped shape my first career.
- He absorbs information like a sponge and it's impressive to see how he leads the rest of us forward.
- He quickly addresses any challenges that may arise.
- _____ recently set a good example with staff in living out a key behavior he believes in, which is to bring the people involved in a project together to review the proposed plan in order to make sure the client gets the benefit of the best thinking of the team. This is an improvement over the past when projects just happened and staff didn't know about anything until they needed to do something. That is a behavior the entire team is working to develop.
- He maintains focus, displays confidence and is the definition of tenacity because he keeps [CompanyName]'s best interests always at center.

Time Management

Summary Scores



31. Completes high-priority work within required timelines.



32. Does not become flustered by deadlines and timelines.



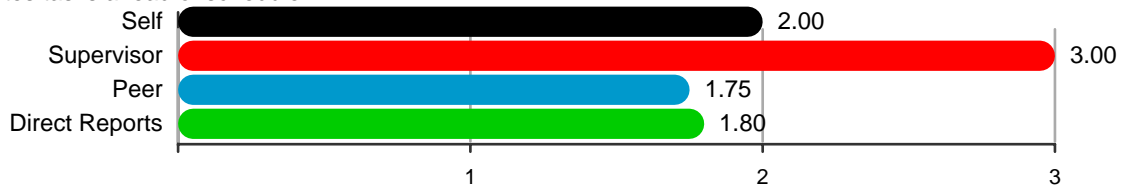
33. Sets clearly defined goals.



34. Avoids distractions in the workplace.



35. Completes tasks ahead of schedule.



Level of Skill

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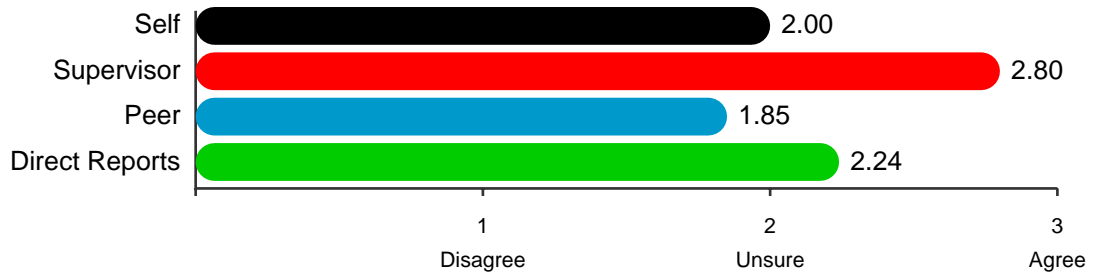
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
31. Completes high-priority work within required timelines.	15	2.13	33.3	20%	47%	33%
32. Does not become flustered by deadlines and timelines.	15	2.13	33.3	20%	47%	33%
33. Sets clearly defined goals.	15	2.07	33.3	27%	40%	33%
34. Avoids distractions in the workplace.	15	2.13	26.7	13%	60%	27%
35. Completes tasks ahead of schedule.	15	1.87	20.0	33%	47%	20%

Comments:

- _____ is excellent at communicating with staff and other departments. He is able to read people well and place them where they would excel.
- _____ is approachable and professional in his interaction with staff and with customers.
- _____ exhibits excellent customer first values at all times. His knowledge is well known and is respected by the managers and executives.
- _____ does an excellent job of assessing processes to determine if they are working or not working and helping the team to identify issues, barriers and solutions to move our practices forward.
- My interaction with _____ is very limited, but when I have requested time with him, he makes time for me.
- _____ is a good leader and delegates effectively. He provides clear expectations and deadlines and adequate support to complete tasks.

Commitment To Result

Summary Scores



36. Willing to do whatever it takes-not afraid to have to put in extra effort.



37. Able to focus on a task even when working alone.



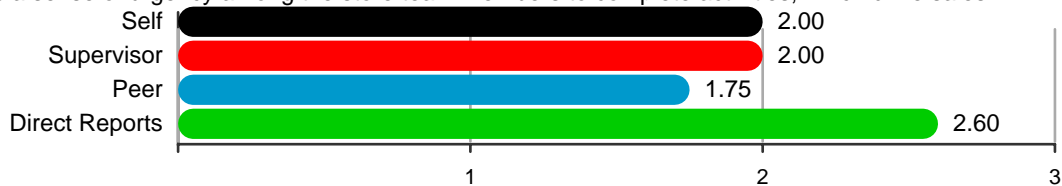
38. Encourages commitment in others to obtain results.



39. Coordinates all department activities into a cohesive team effort.



40. Creates a sense of urgency among the store team members to complete activities, which drive sales.



Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Disagree) to green (Agree).

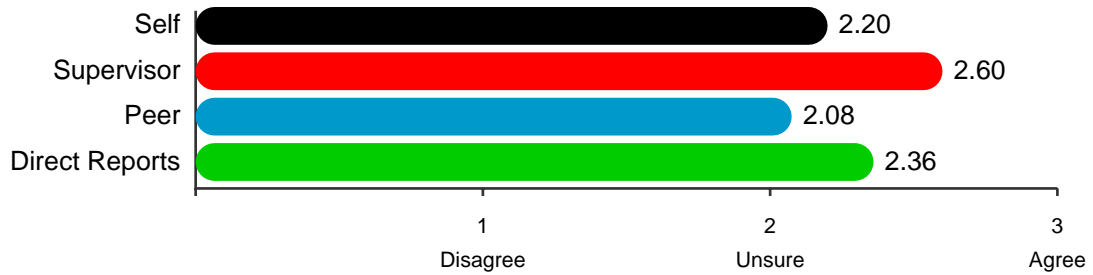
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
36. Willing to do whatever it takes-not afraid to have to put in extra effort.	15	1.87	20.0	33%	47%	20%
37. Able to focus on a task even when working alone.	15	1.93	13.3	20%	67%	13%
38. Encourages commitment in others to obtain results.	15	2.07	33.3	27%	40%	33%
39. Coordinates all department activities into a cohesive team effort.	15	2.33	33.3		67%	33%
40. Creates a sense of urgency among the store team members to complete activities, which drive sales.	15	2.07	33.3	27%	40%	33%

Comments:

- He has a way to make you always want to do better and be better. He has always been a very strong leader for the company.
- I feel he has my back and empowers me to make decisions in his absence ensuring he will have my back.
- His professionalism, willingness to assist in any situation, and integrity are integral to our organizational effectiveness.
- Gets the job organized and in time. Makes sure all are on the same page and communicates very well.
- Sometimes comes across as stubborn and unwilling to try to understand opposing views of an issue.
- I do not have much insight into his leadership effectiveness, as I rarely see him with his staff. My interactions with him and his team are generally separate meetings. He presents himself well to other leaders in the organization.

Objectives

Summary Scores



41. Effectively organizes resources and plans



42. Consistently provides me with timely feedback for improving my performance.



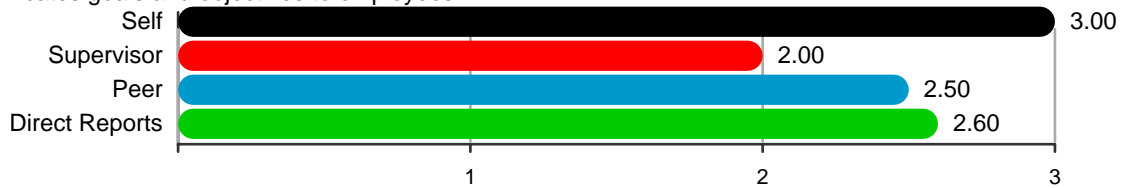
43. Encourages me to take on greater responsibility.



44. Able to organize work.



45. Communicates goals and objectives to employees.



Level of Skill

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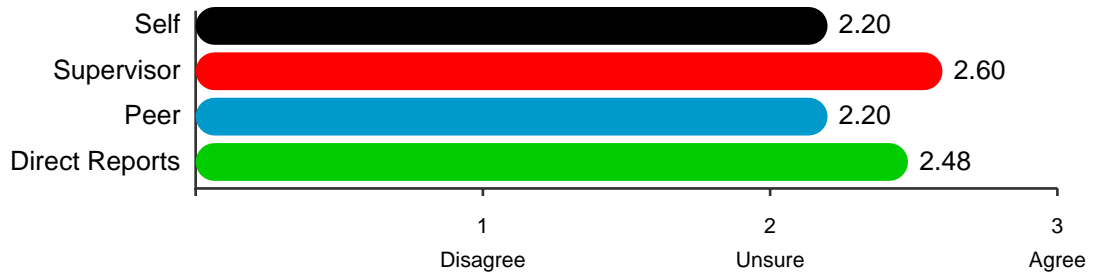
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
41. Effectively organizes resources and plans	15	2.00	26.7	27%	47%	27%
42. Consistently provides me with timely feedback for improving my performance.	15	2.13	33.3	20%	47%	33%
43. Encourages me to take on greater responsibility.	15	2.20	40.0	20%	40%	40%
44. Able to organize work.	15	2.20	26.7	7%	67%	27%
45. Communicates goals and objectives to employees.	15	2.53	60.0	7%	33%	60%

Comments:

- _____ has a great sense of leadership, constantly keeping the goal in sight and striving toward success not only for his role but for the entire department and staff.
- Has a "go getter" attitude!
- He strives to raise the bar everyday to improve our processes to best serve our customers.
- Please know that stress can occasionally slow down progress.
- I sit back and listen to _____'s approach and communication skills and love to glean things from him.
- _____ has been in a challenging role this past year with a lot of change and transitions.

Client Focus

Summary Scores



46. Satisfies client needs.



47. Maintains strong relationships with clients.



48. Is pro-active in dealing with clients and addressing their needs.



49. Ensures client commitments and requirements are met or exceeded



50. Forms strong client relationships



Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Disagree) to green (Agree).

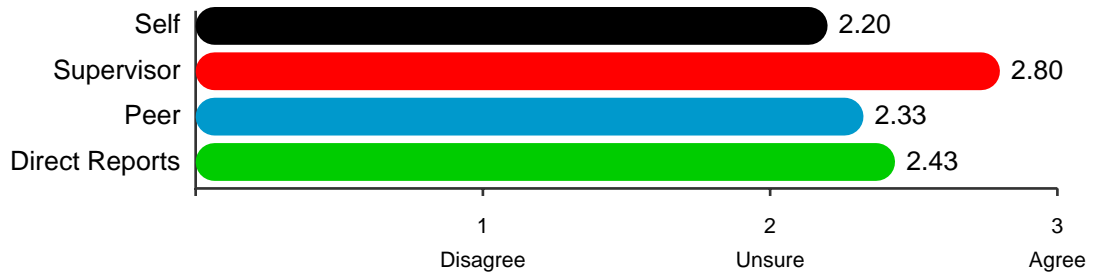
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
46. Satisfies client needs.	15	2.27	26.7		73%	27%
47. Maintains strong relationships with clients.	15	2.13	26.7	13%	60%	27%
48. Is pro-active in dealing with clients and addressing their needs.	15	2.40	40.0		60%	40%
49. Ensures client commitments and requirements are met or exceeded	15	2.47	46.7		53%	47%
50. Forms strong client relationships	15	2.33	46.7	13%	40%	47%

Comments:

- Manager helps each of us to work on our strengths and weaknesses, which truly helps team improvement.
- _____ is a great leader and understands when he is needed the most. He is fair in his changes and tries his hardest to be equal to everyone.
- Despite the fact that _____ has experienced very few opportunities that would increase his engagement, he has remained dedicated to [CompanyName] and especially to his staff.
- _____ demonstrates a high level of integrity by maintaining appropriate confidentiality while working on staff and operational issues.
- I think _____ is very good at identifying processes he observes needs improvement, however I do not see a clear step-by-step direction for a plan to improve that process.
- _____ does a good job of mentoring and developing his team and capitalizing on the talent of each individual.

Coaching

Summary Scores



51. Develops the skills and capabilities of others.



52. Helps employees to maintain high personal standards.



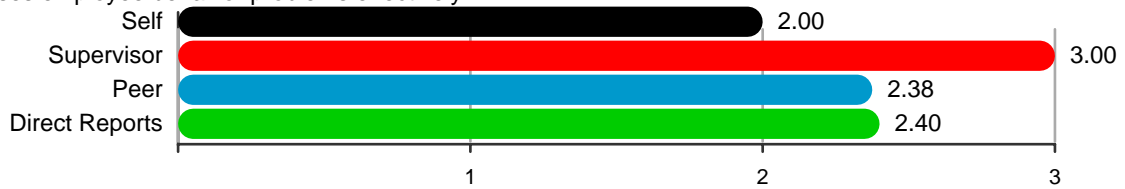
53. Conducts regular performance appraisals and feedback.



54. Provides clear, motivating, and constructive feedback.



55. Addresses employee behavior problems effectively.



Level of Skill

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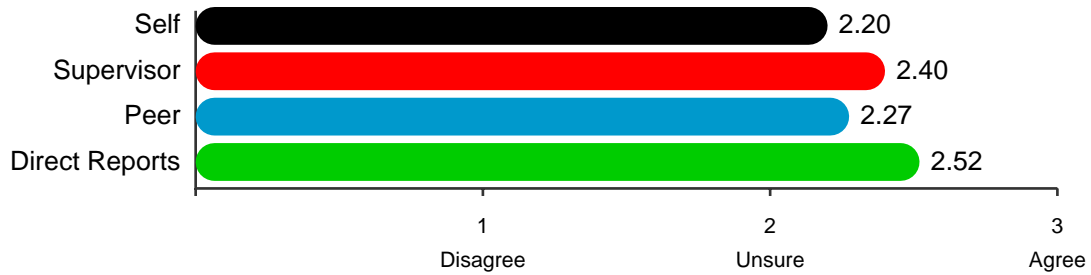
Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
51. Develops the skills and capabilities of others.	14	2.21	28.6	7%	64%	29%
52. Helps employees to maintain high personal standards.	14	2.29	42.9	14%	43%	43%
53. Conducts regular performance appraisals and feedback.	15	2.53	53.3		47%	53%
54. Provides clear, motivating, and constructive feedback.	15	2.47	46.7		53%	47%
55. Addresses employee behavior problems effectively.	15	2.40	40.0		60%	40%

Comments:

- He is very supportive and easily approachable.
- _____ has done a great job in most of the areas above. He has really moved our services team forward in a very positive way.
- _____ is an amazing manager. He genuinely cares about his staff.
- _____ exceeds all expectations in all aspects of his job and the jobs of others when helping on the floor.
- Although I have only reported to _____ for a couple of months, the quality of my work life" has improved greatly.
- He has the desire and effort to get it right and continuously improve self and culture.

Company

Summary Scores



56. Follows existing procedures and processes.



57. Understands the use of [Company] products and services.



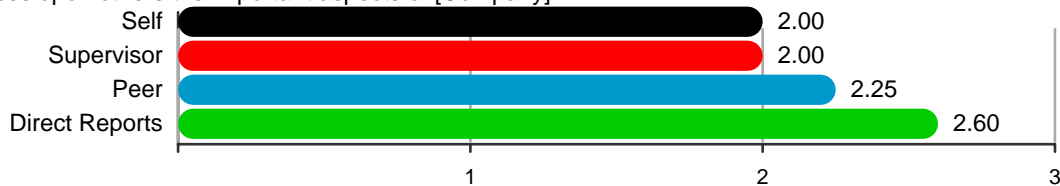
58. Attends [Company] gatherings and social events.



59. Expresses loyalty and dedication to [Company] in interactions with others.



60. Impresses upon others the important aspects of [Company].



Level of Skill

The table below shows the responses in a graphic form where the percentage of each kind of response is shown using a color from red (Disagree) to green (Agree).

Item	n	Avg	LOA	Disagree 1	Unsure 2	Agree 3
56. Follows existing procedures and processes.	15	2.53	53.3	47%	53%	
57. Understands the use of [Company] products and services.	15	2.33	33.3	67%	33%	
58. Attends [Company] gatherings and social events.	15	2.33	33.3	67%	33%	
59. Expresses loyalty and dedication to [Company] in interactions with others.	15	2.27	26.7	73%	27%	
60. Impresses upon others the important aspects of [Company].	15	2.33	33.3	67%	33%	

Comments:

- He is quick to contribute to conversations regarding the company and provides good suggestions to the group.
- Over the past year I've noticed that _____ doesn't seem to be as focused or organized as he used to be, that causes us to continue to scramble to meet deadlines. I've noticed in meeting he's too preoccupied with his phone and this causes the leader of the meeting to repeat his/her self.
- _____'s leadership at [CompanyName] has been outstanding. I have been very impressed with him since he came here and I admire his work.
- _____ is very supportive to staff and offers many opportunities for staff to grow.
- It is often difficult to contact _____ and email communication may take a long period for a reply.
- _____ is a role model for Transformational Leadership. He exceeds all of the above elements of performance by modeling his expertise in his decision making, expectations, professionalism, communication, engagement by setting the bar high. As an operational manager I respect _____ as a visionary who pushes me further than I feel comfortable. Without him I might be too cautious to forge ahead. He has accomplished more in his 4 years as director of SCI than I have witnessed in the last 30 years.

Comments

Those who gave you feedback had the opportunity to provide additional written comments about perceived strengths and possible development areas. This section provides a consolidated list of these comments.

What would help make you a more effective leader?

- _____ is a great director to work with because he listens to understand and he balances the business and the HR needs before making decisions or rushing to a judgment.
- Great to have you on the team!
- He has a vast storehouse of knowledge about the facility and our policies.
- I love working with his and hope to continue having his as my supervisor!
- It doesn't feel like _____'s been at his best this year. He seems disconnected from the work of his group.
- _____ is an outstanding leader. He has the experience and knowledge to build a business from the ground up. This is a complex endeavor in the organization setting that draws on many strengths as well as being able to approach it from a systems perspective.

What do you like best about working with this individual?

- He is a firm believer that all decisions and important discussion is filtered through his direct report and committees with front line staff representation and solicits input and involves front line staff in his everyday work.
- I have had the opportunity to work with _____ on several projects through our Core Competency Training. All of which he has approached with a positive team building attitude.
- _____ is a respected leader and peer. He manages his unit well and his staff appear to high regard for him as their leader.
- Employees were not encouraged to do anything besides come to work.
- Manager is always interested in our views, and continually works at implementing our suggestions.
- _____ always put our customers first. This is very appropriate and in line with our mission and executive communications.

What do you like least about working with this individual?

- _____ always remembers the customer is at the center of what we do.
- _____ has a great sense of leadership, constantly keeping the goal in sight and striving toward success not only for his role but for the entire department and staff.
- Under his leadership, the department teams have become very cohesive.
- _____ is very supportive of Core Competency and concepts. The one concept that _____ refers to consistently is what we respect most is people's ability to think.
- Sometimes difficult to understand what is being asked. Provide more clarity.
- I think _____ has shown willingness to attend, listen and learn with high profile opportunities such as magnet etc... now I would encourage him to sit down with his staff and peers for the learning and growth opportunities that are available within our unit.

What do you see as this person's most important leadership-related strengths?

- I believe I need to give him a chance to get into his position.
- Since we all have things we need to be aware of, he is protective and proud of his staff, which can make it difficult to have true conversations about performance outcomes and process improvement opportunities. He may want to be aware of this when asking for feedback.
- _____ wants what is best for the organization and Security team and as a manager he expects the best the each have to offer.
- I am impressed with his commitment to task and job knowledge.
- _____ is a role model for Transformational Leadership. He exceeds all of the above elements of performance by modeling his expertise in his decision making, expectations, professionalism, communication, engagement by setting the bar high. As an operational manager I respect _____ as a visionary who pushes me further than I feel comfortable. Without him I might be too cautious to forge ahead. He has accomplished more in his 4 years as director of SCI than I have witnessed in the last 30 years.
- I really enjoy his mentorship.

What do you see as this person's most important leadership-related areas for improvement?

- He is very supportive of cross training and learning new skills.
- Always looking for ways to grow as a person. Inspires others to do the same.
- I respect _____'s focus and hard work to move this work forwards for the good of the organization and our customers, and without his personal efforts this project would not be underway.
- _____'s team loves and respects her, the organization highly values her, others outside of HR seek his out for assistance, and I think even those outside of [CompanyName] look to him for guidance. I don't know how he does it!
- I may not always agree with his decisions but I understand why they were made because he takes the time to explain them. The things he does for our department and me are immeasurable
- _____ is friendly to myself and other staff members. I believe he is very knowledgeable in the role of controller. He continues to struggle with maintaining focus on tasks, time management and meeting deadlines. It is extremely frustrating to have to wait weeks for him to complete work needed from him.

Any final comments?

- _____ always has the customer at the center of focus.
- He is doing great work with the CCO. The role of COO is new at [CompanyName] and needs better definition over the long pull.
- Has the experience needed.
- He puts the customer experience first and expects that from the staff as well. He has been a wonderful role model for the rest of the unit.
- It is difficult with a small staff to assign roles that best use each employees strengths but have tried hard to learn the staff and their strengths.
- Each member feels they are a part of the team and knows their contribution is valued.