

Sales Capability 360 - John Sample

CONFIDENTIAL REPORT FOR

John Sample

SURVEY DATE
Feb 6, 2023

SURVEY TYPE
360 Survey

INTRODUCTION

This report summarises the results of the 360 Degree survey that was conducted to provide you with valuable feedback to aid in your personal and sales capability development.

A variety of attributes and sales skills are analysed to enable you to not only better understand your perceptions of yourself, but also to receive feedback from your manager, clients and of others around you.

Scores are determined by a five point scale:

1 = Never	(Never demonstrates this skill - unacceptable)
2 = Seldom	(Seldom demonstrates this skill - needs to improve)
3 = Sometimes	(Sometimes demonstrates this skill - adequate but could improve)
4 = Usually	(Usually demonstrates this skill - acceptable)
5 = Always	(Always demonstrates this skill - at a consistently high level)
NA = Not Applicable	(not averaged into scores)

This Self Development Report contains the following sections:

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.

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, Clients 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.

Respondent group alignment (Detail):

This section is very detailed as it not only provides the average score for each group, it also provides the range of scores. The average score is identified by a diamond, the range of scores is denoted by a line that connects the lowest and highest score.

Respondent comments:

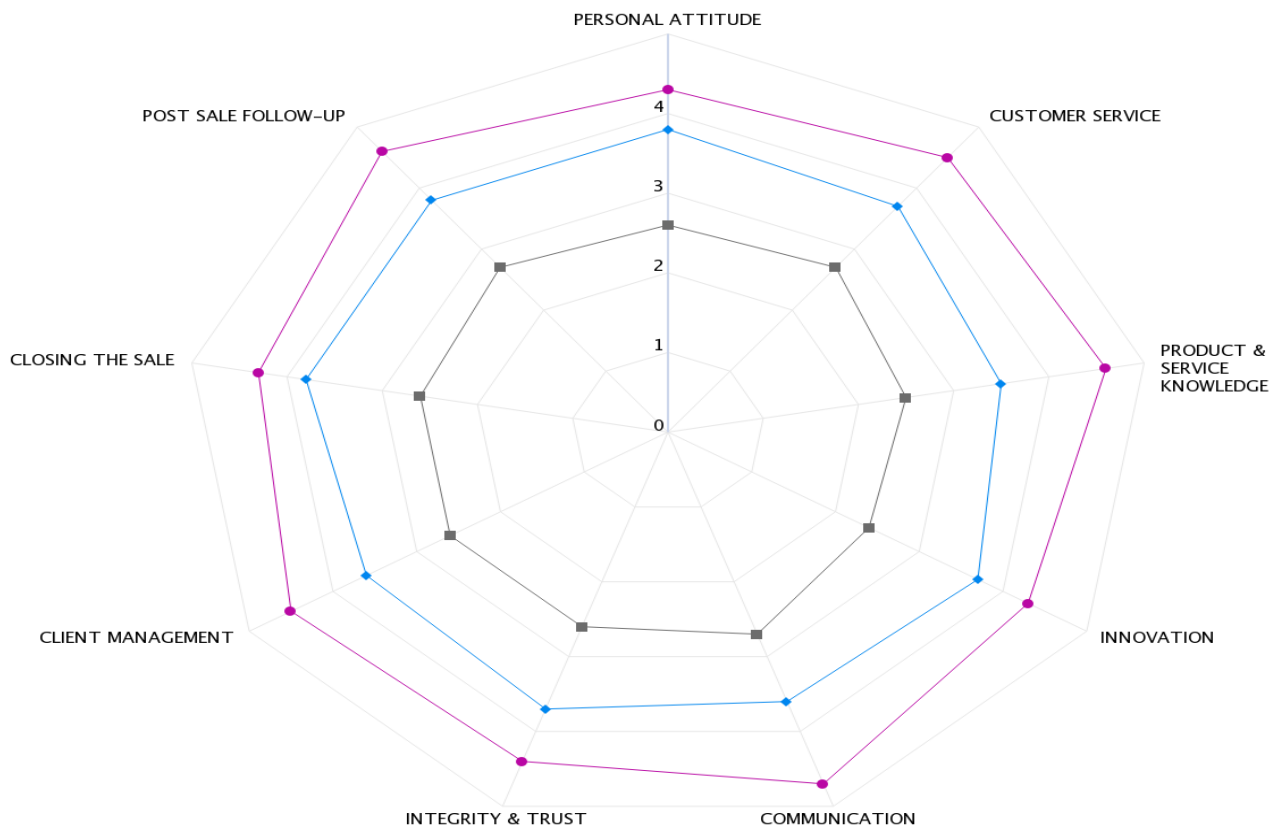
Your survey respondents were requested to provide additional comments to assist you in your development program. These comments are optional and are presented exactly as they were provided by the individuals.

As you review this report, keep in mind that most people exhibit both strong and weak sales abilities. No one does everything equally well. If you approach this report as a learning and self-development tool, this feedback will provide you with a catalyst toward increasing your success both in business and in your personal life.

EXECUTIVE SUMMARY

RESPONDENT GROUP OVERVIEW

1 x Self	4.47	3 x Manager	3.67
3 x Peer	2.60		



— Self — Manager — Peer

COMPETENCY SUMMARY

Strengths

- > POST SALE FOLLOW-UP
- > CLOSING THE SALE
- > CUSTOMER SERVICE

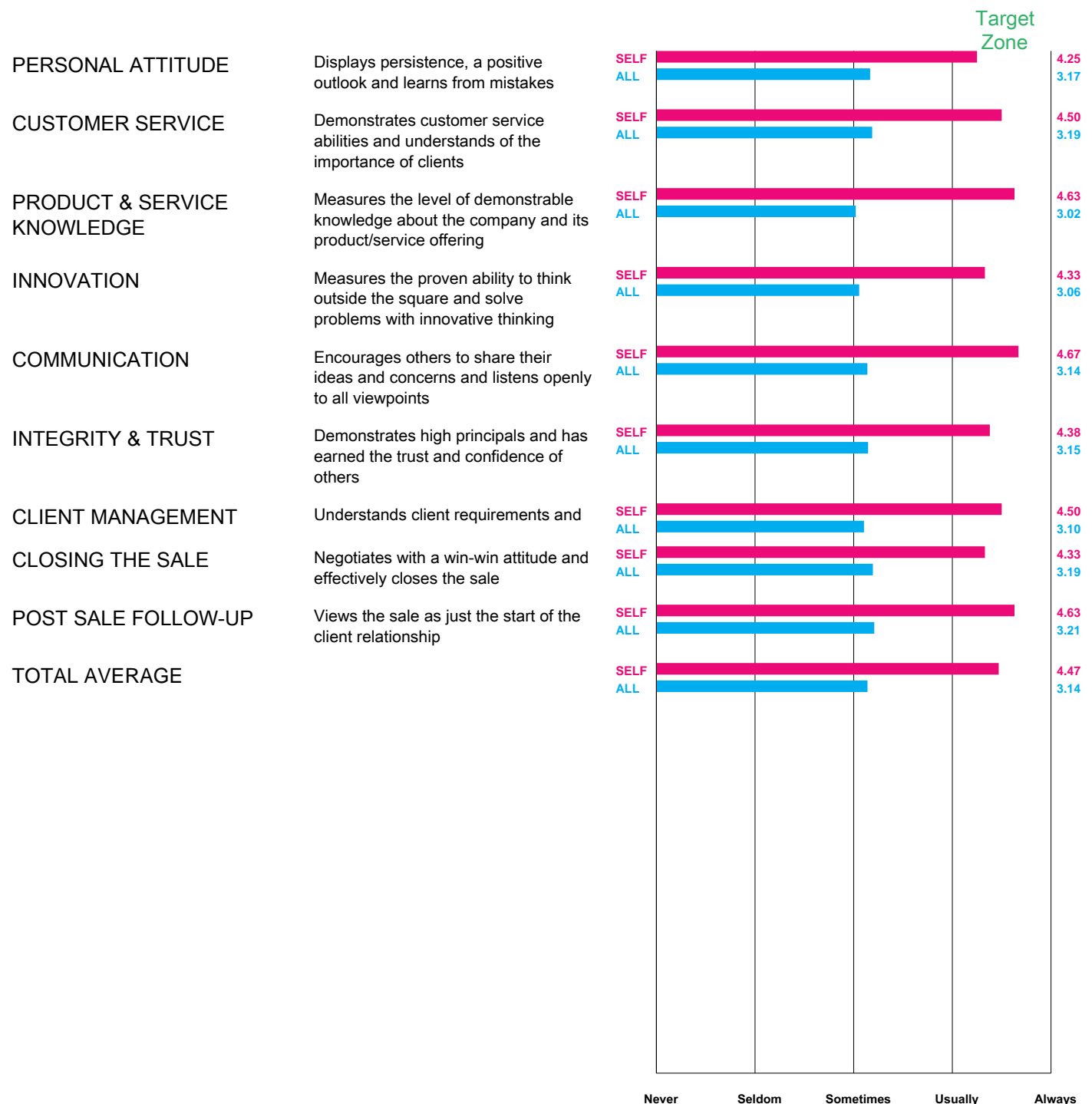
Development Areas

- > PRODUCT & SERVICE KNOWLEDGE
- > [INNOVATION](#)
- > CLIENT MANAGEMENT

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.



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.



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.



RESPONDENT GROUP ALIGNMENT (Detail)



RESPONDENT GROUP ALIGNMENT (Detail)

POST SALE FOLLOW-UP

John achieves win-win outcomes that benefit both the client and the company

SELF
MANAGER
PEER

John asks for the order at the appropriate time (not too early, not too late)

SELF
MANAGER
PEER

John checks with client to ensure complete satisfaction

SELF
MANAGER
PEER

John proactively asks the client whether the sale process could be improved

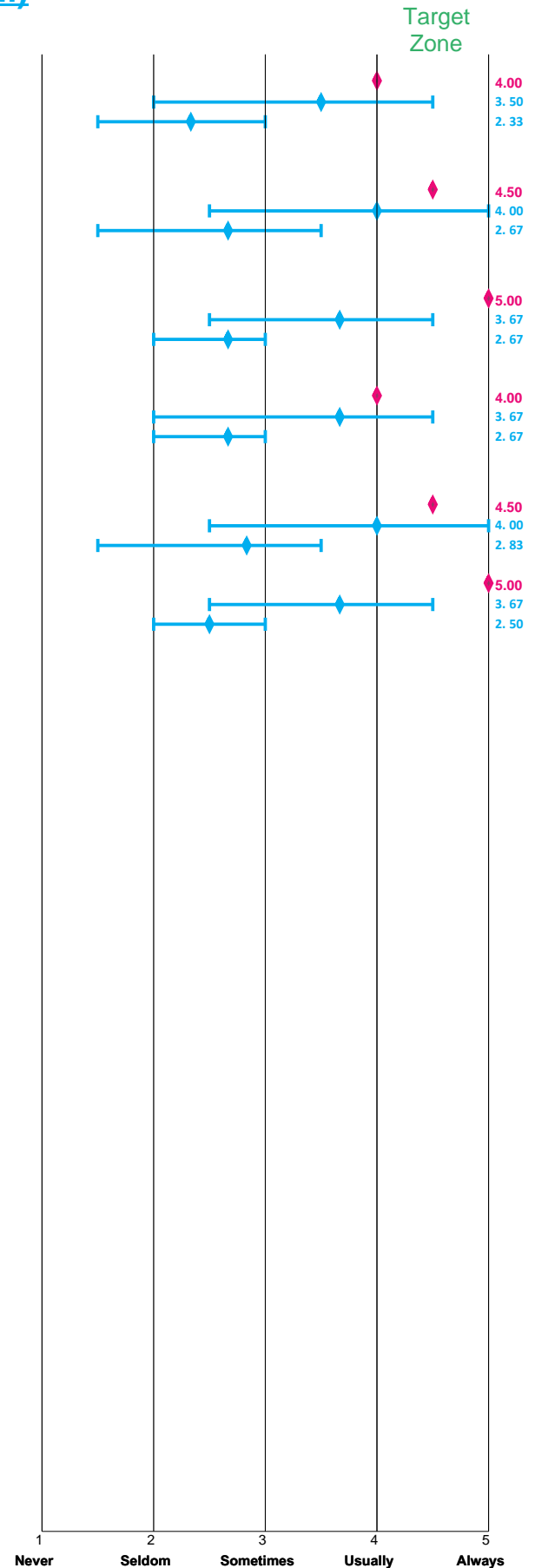
SELF
MANAGER
PEER

John proactively asks for referrals

SELF
MANAGER
PEER

John recognises and rewards clients that provide referrals

SELF
MANAGER
PEER



SURVEY COMMENTS

OTHER COMMENTS

Please provide any additional comments that you feel would assist this sales development program:

Manager

- John is one of our top sales executive, however, I think that sometimes he can get ahead of himself
- A great addition to our team
- John is one of the best closers in our business, he leads by example and is performing to an outstanding standard

SUMMARY

Where to from here?

Now that you have had the chance to review your report it is time to use this information to effect positive and beneficial change.

Below is a step-by-step guide to help you use this report so that you become more successful in your sales career. To ensure positive change you should:

KEEP DOING the actions that make you a successful salesperson, leader and/or manager

STOP DOING the actions that are impeding your true potential

START DOING the actions that will make you more effective and successful

We recommend that you do the following within the next two weeks:

1. Review your report and identify the two to four things that may be preventing you from achieving your true potential
2. Develop an action plan that will help you address these areas (keep it simple)
3. Provide your manager with your action plan and ensure that he/she will support you with appropriate coaching & training
4. We recommend that you send an email to all of those individuals who participated in your 360 Degree Feedback to:
 - a Thank them for providing you with their feedback
 - b. Acknowledge your survey results and that you have produced a Self-Development Action Plan
 - c. Provide them with a list of the areas you are going to focus on
 - d. Ask them to assist you in your ongoing development
5. Start implementing your Self-Development Action Plan
6. Organise monthly reviews with your manager to measure progress and ensure that appropriate support is being provided to you

To ensure that you are continually improving your skills, we suggest that you initiate this 360 Degree Sales Capability Survey at least every 12 months, preferably every 6 months. For more information, please contact your manager or the HR/L&D team.