



# Centranum® HRadvance

*Leading Edge*

*Performance and Capability Development Platform*

## Web Based Tools for 360 feedback

Fully customisable 360 Feedback



- **Developed by psychologists and performance technologists for actionable feedback**
- **Fully customisable**
- **Intuitive interface, flexible process**
- **Sensitive scales differentiate skill level**
- **Graphical easy-to-read personal reports**
- **Easy to use as a coaching tool**
- **Consolidated reporting for training needs analysis**

**New Zealand/Australia** +64 9 478 5167  
**Singapore/Asia** +65 9815 3403  
**USA** +1 613-862-3563  
**Middle East** +971 42981220

**Email:** [info@centranum.com](mailto:info@centranum.com)  
**Website:** [www.centranum.com](http://www.centranum.com)





# 90-180-360 Feedback Tools

## Set up

- ✓ Select from our generic competencies or
- ✓ Use your own competency set and rating scales
- ✓ Feedback on individual job responsibilities, project work or demonstration of values
- ✓ Anonymous or author identified feedback
- ✓ Option to make some or all ratings compulsory
- ✓ Optional sections for narrative feedback in areas such as overall strengths and weaknesses
- ✓ On-line nomination and approval of respondents by relationship category; manager, report, colleague, self.
- ✓ Configurable automated email notifications and reminders

## Providing feedback

- ✓ Respondents rate listed behaviours and competency headings, and can provide optional comments
- ✓ Respondent home page lists all current feedback requests
- ✓ Respondent may download or print their completed responses as a personal record

## Administrator tools

- ✓ User management
- ✓ On demand reports on respondent progress in providing feedback and overdue responses.
- ✓ Generation of individual reports
- ✓ Optional consolidated reports on group competency levels and gaps

## Moderation

Optional moderation process for administrators minimises risk of inappropriate feedback.

## Feedback

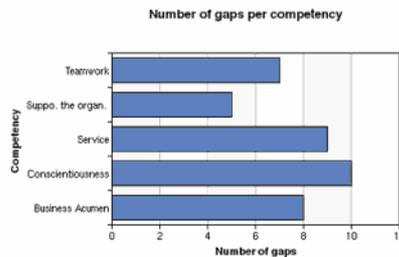
- ✓ Easy to read individualized graphic report with customisable cover page and introduction
- ✓ Summary and detailed feedback by relationship category as well as indicators of strengths, weaknesses, blind spots and areas of potential bias or conflict

## Consolidated reports

- ✓ On demand reports by time frame, department and competency type highlight competency levels and gaps

## Follow up

- ✓ Action Planning templates from our library or,
- ✓ Add your own customisable coaching tips and resource list for Action Planning



**The Value of Feedback**  
Understanding and interpreting your 360-feedback report is most useful when you are able to put it into the two dimensions of "what we know about ourselves" and "what others know about us."

The Johari 'Window' model may be helpful when you think about your feedback. It is made up of four 'windows'. This model - the Johari Window - was first used in 1955. It is still considered one of the best ways to understand the value of feedback.

**My Public Self:** Most of the feedback in this report will be in this pane. This is that part of our conscious self: our attitudes, behavior, motivation, values, way of life, of which we are aware and that others experience through the way we interact with them and with the environment. We can manage and improve the perceptions others have of us by positive Impression Management.

**My Hidden Self:** That which we know about ourselves but do not intentionally share with others. Sometimes it would be beneficial to our relationships to disclose more - on a selective basis. It may also be that some thoughts and feelings we believe are hidden from others are not as hidden as we thought. Some of the feedback in this report may fall into this pane.

**My Blind spots:** Those things about ourselves of which we are not aware, but of which others may be aware. It also represents things we imagine to be true of ourselves but which others do not see as at all. The report may also include feedback in this pane. This feedback may be hard to believe. It may cause discomfort or embarrassment, but it is important to explore and work on it with your coach.

**My Unconscious self:** Aspects of which neither we nor others are consciously aware. Occasionally something from our unconscious is revealed - in fact, read, heard, or

centranum Full Development 360 Survey

Name: @Kathy Khaki  
Competency Profile: (CP No. 1)  
Competency Assessment: 360 Feedback Process (SV No. 218)  
Deadline: 15 July 2011  
Stage: Progress (Last)

Total Invited Participants: 10  
Self: 1  
Managers: 1  
Reports: 7  
Colleagues: 7

**Competencies Summary**

Competency	Self	Managers	Reports	Colleagues	Avg Rating	Std. Dev
Conscience	1.0	1.0	1.0	1.0	1.0	0.0
Leadership - SMT	1.0	1.0	1.0	1.0	1.0	0.0
Building Relationships	1.0	1.0	1.0	1.0	1.0	0.0
Client Management	1.0	1.0	1.0	1.0	1.0	0.0
Communication	1.0	1.0	1.0	1.0	1.0	0.0
Teamwork	1.0	1.0	1.0	1.0	1.0	0.0
Business Acumen	1.0	1.0	1.0	1.0	1.0	0.0
Customer & Vendor Relations	1.0	1.0	1.0	1.0	1.0	0.0

**Comments**

**Leadership - SMT**

08 Aug 2014 Committed to the vision of TGH. Delegates, but may be to the point that she is not aware of status of areas of responsibility.

08 Aug 2014 She is very very intelligent and that is demonstrated consistently. Unfortunately, she is poor at providing direction, delegating and building trust. She does not make her people and is never present with her staff lower than management level.

08 Aug 2014 Kathy is very committed to improving patient care at TGH, advocating for better working relationships between doctors, physiotherapists and nurses. She is well respected by the medical staff. IJA

08 Feb 2015 adding in this comment to check what happens when by to moderate with 'quote marks' and 'possessives' editing

08 Aug 2014 Does not provide clear concise direction. Has not gained wide spread trust or respect of nurses in organization yet.

08 Aug 2014 Kathy is an advocate for her team and for our philosophy and patients. She is one of the applicants and is building relationships with her colleagues and needs to remain involved.

08 Aug 2014 I believe Kathy is still struggling with her role in the organization, and finds it difficult to delegate to others, to accept what they have completed without review.

08 Aug 2014 Very dedicated to TGH and the tasks of her position. Appropriately nurse and doctor friendly, very dedicated to making TGH a better place for nurses and physicians.

**Building Relationships**

08 Aug 2014 It is not clear what role Kathy plays in the organization and how effective she is with her leadership team. It makes it difficult to determine who and how to approach issues that need to be solved.

08 Aug 2014 Needs hard to establish team support. Need to keep all team members engaged.

**Competency Standards Detailed Ratings**

Competency	Managers	Colleagues	Reports	Self	Overall
Leadership - SMT	1.0	1.0	1.0	1.0	1.0
Is committed to and acts in ways that reflect the vision and values of the organization	1.0	1.0	1.0	1.0	1.1
Makes self and others accountable for organizational goal attainment	1.0	1.0	1.0	1.0	1.0
Fosters an environment of mutual trust.	1.0	1.0	1.0	1.0	1.0
Adopts his or her leadership style to get the best out of others people	1.0	1.0	1.0	1.0	1.3

	Leadership - SMT	Building Relationships	Achieving Results	Talent Management	Communication and Collaboration
@Kathy Khaki	69.3	68.6	68.6	73.3	69.3
Cheryl Crimmon	90.8	86.2	93.8	86.2	84.6
Chris Cobalt	93.3	93.3	84.4	87.8	92.2
Deana Denim	99.0	96.2	96.2	92.4	97.1
Elizabeth Ebony	91.2	95.0	91.2	88.8	91.2
Jean Jade	92.9	88.6	92.9	85.7	85.7
Judi Jonguil	92.3	90.8	98.5	95.4	89.2
Lesley Leader	56.4	67.3	58.2	54.5	83.6