

Individual Skills Summary

Key		
4	- Excel	- This is a real strength of mine
3	- Competent	- I have the knowledge and skills to do this confidently
2	- Possible Development	- This is an area where I could develop
1	- Development Required	- I have minimal/no knowledge or skills relating to this
N/A		- This is not relevant/applicable to my job
	- 3 or more identical scores	
	- 2 or less identical scores	

Key Area 1 - Knowing the business

No.	Question	Self	The Team				
			N/A	1	2	3	4
1	I know what the company is trying to achieve in the future (the vision)	1	0	7	4	1	1
6	I understand the companies main objectives and how they are measured	2	0	0	7	0	4
11	I have an understanding of the external factors and influences that effect our business	3	0	7	4	0	0
15	I understand the processes involved in producing our products	1	0	2	4	5	0
19	I am aware of the key issues we as a business are currently facing	1	0	1	7	3	0
23	I understand the needs and priorities of those people I provide a service for	1	0	0	7	4	0
26	I am aware of proposed future business changes	1	0	1	10	0	0
30	I am able to link what the Department does to how it supports the business	2	0	1	9	1	0

Key Area 2 - Being an expert in my field

No.	Question	Self	The Team				
			N/A	1	2	3	4
2	I can describe the value of our work to others	2	0	0	2	0	4
7	I understand our processes/systems and how they help the business meet its goals	3	0	6	5	0	0
12	I can describe our main processes/systems to others	2	0	0	2	4	5
16	I deal with customer enquires relating to the full range of services we provide	2	0	0	2	4	5
20	I am aware of how other Departments work and current best practice	2	0	0	7	3	1
24	I understand the basic laws and legislation that directly relate to my role / job	3	0	1	10	0	0
27	I keep up to date with forthcoming changes in employment legislation/regulations	4	0	9	2	0	0
29	I use my skills to improve business processes	2	0	9	1	0	1
31	I actively manage my own skills development	2	0	0	1	9	1
33	I am able to work with managers to develop their people processes	2	0	9	1	0	1
34	I am able to provide advice and expertise to our customers on the areas I deal with	2	0	0	9	1	1

Feedback - List 3 things you believe XXX team does well:

From Team Members

Respond to challenges - Control costs - Support colleagues
 rise to a challenge - take care of there people. - try to do there job to the best of there ability
 team work - (some of the time) - we all understand our sales plan - we all get on with each other
 communicate - motivate - structured
 Utilise the resources, be they staff or skills to the fullest. - adapt with change and growth - multi-task
 deliver under pressure - Execute new challenges to field - respond when in crisis.

From Executive Team Members

When there is an urgent need they get focussed and deliver great results - Motivated individuals all who want to succeed. - Acting with honesty and integrity and openness
 merchandising compliance - rapid communication of vital information - improve store performance to hit KPI's
 Balanced people management - Customer Offer delivery - Effective communication

From colleagues

Drive sales - implement new promotions and policies - Feedback to us what will and will not work in store
 Constructive - Provide detailed feedback - retail focused
 Very hard working team - highly organised - On the whole excellent implementers
 sorts out problems - work hard - conveys messages to stores
 Listens - Aarees - inconsistent

Feedback - List 4 words that best describe the XXX team:

From colleagues

Organised - Camaraderie - Approachable - Busv
 competitive - immature - negative - focused
 industrious - Operators - reactive - pessimistic
 invaluable - conscientious - pessimistic - approachable
 knowledgeable - friendly - demanding - hardworking

Team Factors

Atmosphere	This is sometimes called the culture of the team and is defined by how it feels to be in the team.
Relationships	A good team atmosphere is based on the teams quality of relationships and how well people 'get on'
Communication	This is a critically important dimension and is related to the flow of information and the volume of information that people have to do their job. Do people know what is going on?
Direction	Effective teams have an internal organisation that enables members to sustain performance by enabling them to use the team strengths well whilst compensating for areas of development.
Objectives	This dimension refers to the teams purpose. People need to have a clear understanding of both what the mission is and also what it means to the team members on a day to day business.

Individual results

	Team Member 1	Team Member 2	Team Member 3	Team Member 4	Team Member 5	Team Member 6	Team Member 7	Team Member 8
Atmosphere	68%	80%	88%	56%	88%	64%	74%	76%
Relationships	60%	76%	84%	44%	92%	68%	71%	76%
Communication	60%	76%	76%	60%	80%	60%	69%	68%
Direction	76%	84%	72%	60%	84%	60%	73%	80%
Objectives	76%	76%	80%	68%	92%	64%	76%	80%

Average Scores

