

360° Competency Assessment for Managers and Feedback

- How can we determine our managers' strengths and development needs?
- How can we receive feedback about our managers' competencies from his/her colleagues, subordinates and superiors?

In recent years the importance of Talent Management and Succession Planning has increased among business owners and top management and seems that they will remain on the agenda for some time. We use 360° Competency Assessments in order to make an evaluation based on competencies for personal development and get an objective opinion from more than one assessor. It includes the assessments about the employee made by himself/herself, subordinates, superiors and peers.

Our Competency Set which is prepared in Turkish and English consists of 38 competencies that are defined step by step and provides the basis for 360° Competency Assessments.

We evaluate the results obtained by online surveys, with our experience in the field of HR consultancy, and determine the employees' development areas, then provide a one-to-one feedback.

360° Competency Assessments are beneficial in terms of determining managers' development needs and creating succession plans. The fact that the assessments and feedbacks are provided by an independent firm creates a secure environment in which employees can easily and freely their opinions.

**Online
tool**

**4
dimensions
38
competencies**

**One-to-one
feedback**

Sample reporting

Defining competencies; PwC Competency Set



Competency	Definition
1. Analytical	Ability to analyze complex information and identify key factors.
2. Business Acumen	Understanding of business operations and the ability to make strategic decisions.
3. Client Service	Ability to understand and meet the needs of clients.
4. Communication	Ability to communicate effectively with others.
5. Creativity	Ability to think creatively and develop new ideas.
6. Decision Making	Ability to make decisions quickly and effectively.
7. Financial Literacy	Understanding of financial concepts and the ability to analyze financial data.
8. Innovation	Ability to develop and implement new ideas.
9. Leadership	Ability to lead and motivate others.
10. Learning Agility	Ability to learn quickly and adapt to change.
11. Logical Thinking	Ability to think logically and solve problems.
12. Management	Ability to manage resources and achieve results.
13. Marketing	Ability to understand and meet the needs of the market.
14. Negotiation	Ability to negotiate effectively.
15. Problem Solving	Ability to identify and solve problems.
16. Project Management	Ability to manage projects effectively.
17. Quality Management	Ability to ensure high quality of work.
18. Risk Management	Ability to identify and manage risks.
19. Sales	Ability to sell products and services.
20. Teamwork	Ability to work effectively with others.
21. Time Management	Ability to manage time effectively.
22. Training	Ability to train and develop others.
23. Writing	Ability to write effectively.

Online survey



Competency	Score
1. Analytical	4.5
2. Business Acumen	4.0
3. Client Service	4.5
4. Communication	4.0
5. Creativity	4.5
6. Decision Making	4.0
7. Financial Literacy	4.5
8. Innovation	4.0
9. Leadership	4.5
10. Learning Agility	4.0
11. Logical Thinking	4.5
12. Management	4.0
13. Marketing	4.5
14. Negotiation	4.0
15. Problem Solving	4.5
16. Project Management	4.0
17. Quality Management	4.5
18. Risk Management	4.0
19. Sales	4.5
20. Teamwork	4.0
21. Time Management	4.5
22. Training	4.0
23. Writing	4.5

The coloured areas in tables show low / high scored competencies. The colours and criterias may change specifically to the analysis.

360° Competency Assessment Reports on Employee and Corporate Basis

	Self Assess.	All Assessors	Superiors	Peers	Subordinates	Other
Team Management	5.00	3.77	3.50	4.20	3.45	3.80
Performance Management	4.83	3.90	3.67	4.50	3.42	3.83
Interpersonal Sensitivity	2.00	3.93	3.00	4.75	3.86	5.00
Coaching	4.71	3.81	3.29	4.29	2.00	3.79
Delegation	4.75	3.94	3.80	4.10	3.78	4.00

One-to-one feedback



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