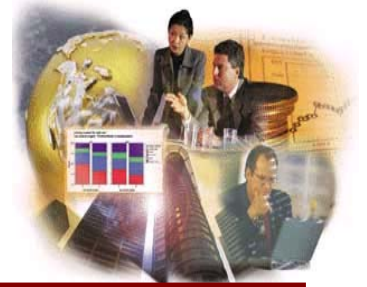


Performance Dimensions International LLC

PDi360°Process© FREQUENTLY ASKED QUESTIONS



FAQs

What is the PDi360°Process©?

The PDi360°Process© is both unique and more effective than the other 360° programs offered in the consulting marketplace...

Also known as multi-rater feedback, good 360° feedback programs collect data and observations with the various surveys about a person's performance from those who work closely with them. It is a process of comparing self-perceptions of skills, performance and attitudes to those of others who work closely with the 360° participant. The 360° feedback can come from the participant's immediate supervisor, peers, direct reports, and even external stakeholders such as customers, suppliers and vendors. The feedback can then be used as the starting point for identifying strengths and opportunities for improvement.

The PDi360°Process© does all of these basic 360° programs with the innovative and added value of providing our clients with a combination of:

- pre survey training (**PDi360° Rater Training Seminar©**)
- post survey follow up (**PDi360Insights©**)
- ongoing support (**PDi360CertifiedCoach©**)

These PDi programs make positive and highly effective performance improvements through creative goal setting, inspiring action planning and optimal best practices.

In brief, the PDi360°Process© guarantees that participants will receive the feedback they need to identify areas of strengths and opportunities for improvement, thus, focusing their performance improvement efforts. At the end of the day it is about getting better at your profession. PDi helps you do so.

How much does the PDi360°Process© cost?

A great value with very flexible pricing options...

The PDi360°Process© cost per participant is based upon the actual number of participants. Unlimited 360° raters are included with each participant.

The onsite pre training and post survey follow up services costs are depended upon the depth and scope selected by our clients (call for details).

In short, we offer a wide ranges of PDi360°Process© services to fit each budget.

When is the PDi360°Process© most effective and least effective?

The PDi360°Process© is most effective with a participant who is willing to take the opportunity to really listen to and do something positive and productive about the performance feedback they receive from his/her work colleagues. It is least effective when a participant does the opposite...

The PDi360°Process© is most effective with participants who are motivated to improve their work performance, see the value of asking their work colleagues for feedback and are fully supported by their organization. They must be open to giving and receiving feedback. The choice to participate in the PDi360°Process© must be 100% voluntary. In short, this is a developmental process that depends upon motivated and fully informed participants and raters. All participants and raters must be provided with the basic training necessary so that they can make the most of the PDi360°Process©. It is essential that the participant's Immediate Supervisor be involved in the process from the beginning so that he/she can support improvement efforts and track progress. Lastly, a coaching relationship and ongoing follow up with a **PDi360CertifiedCoach©** is a key driver to maximizing the effectiveness of the PDi360°Process©.

The process should not be used when participants are "forced" to do it for any reason, including: to just document poor performance issues, to support a performance evaluation, legal exposure concerns regarding a pending termination, less than six months in the organization or a high level of mistrust in the organization. The **PDi360CertifiedCoach©** will address all PDi360°Process© participant suitability.

What are the benefits of the PDi360°Process©?

The benefits of the PDi360°Process© are initially threefold and then goes to the highest levels of personal and professional growth. The interplay of individual, team and overall organizational benefits create a whole that is more than the sum of its parts, namely, outstanding creativity and performance...

Individual Benefits:

The PDi360°Process© helps participants understand how their work colleagues view their work performance by:

Identifying their key performance strengths and areas for improvement

Uncover specific opportunities to help focus their improvement efforts.

Obtaining performance based feedback from colleagues that is essential for ongoing learning and professional growth.

Improve their ability to take a proactive approach to enhance specific skills.

Implementing specific behavioral based and team supported changes.

Work Team Benefits:

Increase communication and collaboration between team members.

Improve trust and better communication as participants identify improvement areas that support overall team effectiveness.

Support positive teamwork by involving team members in the development process.

Increase overall team effectiveness by supporting transparency and communication.

Organization Benefits:

Reinforcing the best of the corporate culture by linking PDi360°Survey© questions to organizational leadership competencies, success factors and company values.

Identify specific career development opportunities for employees.

Improve customer service by improving individual skills.

Increase the overall organizational understanding of education and training needs.

The PDi360°Process© provides benefits for both the individual, work team and the overall organization. The broad scope and reliability of the feedback provides an accurate and well-rounded view of how others perceive an individual's efforts. Getting a clear picture of performance helps identify weaknesses that need to be improved as well as strengths that can be leveraged. Knowing what skills need improvement is the first step toward creating a plan of development for the short and long term.

In an organizational setting, the PDi360°Process© feedback can renew the focus on goals and objectives, encourage constructive feedback, and clarify the roles of managers, leaders and individual contributors within the organization. This facilitates an environment that encourages self-development, which leads to job satisfaction, minimizing turnover and the costs associated with replacing employees.

How does the PDi360°Process© ensure success?

By Measuring What Matters and engaging all PDi360°Survey© participants in a proven series of steps give them the best opportunities to make major improvements...

The PDi360°Survey© process optimizes performance improvements by implementing a sequence of effective steps:

PRE SURVEY> PDi360°Process© planning, suitability assessment and training.

SURVEY ADMIN> Advanced web based survey administration and reports.

POST> PDi360°Process© coaching, action planning and best practices.

1). The participant and their immediate supervisor are accountable for creating development action plan that is based upon the results of the PDi360°Survey© results wherein strengths and opportunities for improvement were identified.

2). The participant and their **PDi360CertifiedCoach©** are responsible for implementing the action plan.

3). The **PDi360CertifiedCoach©**, the company HR team and PDi link the PDi360°Survey© data and information to other organizational metrics and to related strategic business needs to identify overall trends.

Are the PDi360°Surveys© "off the shelf" or are they customized for each of your clients?

Our clients have the option of selecting the survey solution that best meets their budget and performance requirements...

The PDi360°Process© provides both "off the shelf" surveys that have been proven to measure the key behaviors/competencies of leaders and individual contributors; they are psychometrically sound (reliable and valid). PDi also provides an extensive number

of customized survey options to address the unique needs for each of our customers. A customized PDi360°Survey© that includes a combination with our validated and standard benchmark questions and unique questions is very effective and will provide comprehensive and detailed feedback linked to individual and organizational goals.

How often should the PDi360°Process© be used? *In a word> be consistent...*

We recommend once a year. Leaders and individual contributor 360 participants need time to make changes and then, it takes time and effort before others perceive that change and improvements have taken place. We have found that one year intervals are most appropriate. This allows participants to make changes and then get feedback on their progress so that they can develop next-level goals and action plans. It is important to understand that the PDi360°Process© is not a training flavor of the month rather it is an ongoing high performance improvement process that requires organizational support and individual effort to maximize effectiveness. Sustained high performance, productivity and profitability require an ongoing approach to measure and improve performance.

What is the criteria for selecting PDi360°Process© raters (respondents)? *Both 360° participants and their raters must have the information and training they need to make the most of the PDi360°Process© ...*

The raters have taken the **PDi360° Rater Training Seminar©** (30 minute seminar) and understands how to give performance based feedback.

The raters understand the full nature of what the PDi360°Process© participant does at work. The raters have the firsthand experience of working with the PDi360°Process© participant. The raters trust that the PDi360°Process© will be constructive and confidential for the rater. In short, no reprisals.

We need ongoing and honest feedback to have confidence that how others perceive and experience a PDi360°Process© participant is how most people do—not just the strongest supporters or critics. We recommend that a minimum of eight or more **PDi360° Rater Training Seminar©** trained raters provide feedback for each participant. If possible, raters including Self, Immediate Supervisor and other work groups (e.g., peers, team members, direct reports) should be involved to ensure comprehensive 360° feedback.

How is PDi360°Process© rater confidentiality insured? *PDi guarantees 100% individual confidentiality...*

The individual confidentiality of raters is essential for a valid and effective PDi360° Process©. Only the immediate supervisor and the participant are identified in the confidential reports and action planning. All of the other raters are guaranteed 100% individual confidentiality. Their names will not appear on the reports or be linked to specific comments or ratings. The **PDi360° Rater Training Seminar©** provides the specific safeguards for raters to fully understand that their ratings and responses are completely confidential.

Should PDi360°Process© feedback be used for individual performance appraisals or compensation decisions? *No. It is about individual performance development not evaluation...*

The PDi360°Process© process can support performance appraisal systems and should not be linked to compensation decisions. We strongly suggest that the initial PDi360°Process© be for developmental purposes only and not be used for evaluation or compensation decisions. The generation of a PDi360°Process© based individual performance development plan can be a strategic part of most performance appraisal systems and should be considered to support employee growth and career development.

What is a typical PDi360°Process© time schedule? *Short and productive...*

Most PDi360°Process© projects share a common schedule and timeline. The recommended process below will give you an idea of how long each step in a complete PDi360°Process© project might take:

Communication of Process, Selecting & Training Raters (1 week)

Administration & Completion of PDi360° Web Based Survey (1-2 weeks)

Processing & Producing PDi360° Web Based Reports (1 week)

PDi360° Onsite Feedback Meetings (1-2 days)

Start Individual Development Plans (TBD)

In brief, the PDi360° project time frame, from start to finish, is less than 30 days.

Why is PDI follow up, action planning and best practices so important?

Organized and inspiring PDI follow up gives the participant the support necessary to make improvements...

The number one reason 360° projects are ineffective, in many cases just plain fail, or worse case make things worse is the lack of a well organized and implemented follow up plan for all participants. The PDI360°Process© follow up plan has proven to be very effective and will continually support individual change efforts. The PDI360°Process© addresses lack of effective follow up by providing the coaching, education and training necessary to implement online **PDI360°ActionPlanning©**. Consequently, participants have the tools and opportunity to set realistic goals, focus their improvement efforts and track their progress. In addition, participants can utilize the online **PDI360°BestPractices©** to actually obtain specific recommendations and examples on how to make productive changes.

It is important for PDI360°Process© participants to view their own development as a continuous improvement cycle. Most personal and professional change initiatives fail because of a lack of follow through. To succeed, PDI360°Process© participants will have the tools and support to:

Keep focused on targeted improvement areas.

Clarify what excellent performance looks like in action (e.g., discuss excellent performance with manager/coach/team members; identify models to emulate).

Arrange for frequent behavioral based experiences.

Solicit frequent feedback from their coach and colleagues.

Revise and update improvement strategies.

Track progress and make adjustments by reviewing their action planning outcomes.

Who has access to the PDI360°Process© online reports, action planning and best practices?

You and your supervisor...

The PDI360°Process© participant and their immediate supervisor are provided 100% access to the entire PDI360° on line reports, action planning and best practices. The role of the immediate supervisor is clearly defined before the PDI360°Process© is initiated. Both the immediate supervisor and the PDI360°Process© participant have agreed to work closely together to maximize the effectiveness of the PDI360°Process©. The participant is also encouraged to share his/her results and action plans, as appropriate, with all of the raters who provided them with feedback.

In what media are the PDI360°Surveys© actually conducted?

The 24/7 World Wide Web...

The PDI360°Survey© methodology and state of the art technology is web based. The administration of the survey and the results are password protected and presented in

an easy survey submission format with online 24/7 report access. All reports are designed to support understanding, clarity and provide a positive base to focus productive improvement efforts.

What are some of the major features of the PDi360°Process©? *People, Processes and Performance...*

The PDi360°Surveys© measure specific behaviors and competencies associated with highly effective job performance and success. They provide a confidential process to obtain feedback from others who work closely with the participant. All of the competencies and survey questions are behaviorally based and are observed behaviors that can be rated in terms of frequency and most importantly, can be used by the participant to improve performance. The online format provides a combination of user friendly reports that compare self ratings with feedback received from the invited raters in graphical, numerical and open-ended reports. The online reports are password protected and are accessible 24/7 for the scope of the contract. The online format also provides both action planning and best practices to enhance improvement efforts.

Three questions & answers to consider before becoming a PDi360°Process© participant. *There is no neutral or coasting>improving performance is a must ...*

1. Why should I improve my performance?

Because...

In today's constantly shifting work environment, the only true job security comes from your skills and ability to continually add value to your organization and to your own career. Let's be realistic, we can and must strive to continually improve or we will get left behind. In the "Information Age" it is particularly important that organizations and people continually learn and grow. Otherwise, both face stagnation and ultimate decline. The PDi360°Process© provides solid performance data and improvement recommendations for individuals and teams, no matter what their position or job title. It also allows the organization to scan its strengths and focus its' resources on building the skills needed for enduring success.

The PDi360°Process© provides reliable data and information on proficiency and performance ("How I'm doing?"), identifies where an individual needs to stay current ("What's my job requiring of me?"), and clarifies where one needs to improve ("What am I not doing so well?"). Without this data, we're operating with blinders on - estimating our contribution based on self-perceptions and occasional feedback from others. In short, the more valid, reliable, insightful feedback and information people have on their performance, the better their effort and results. It's a win-win.

2. What do I need to improve?

Ask...

Your specific performance areas, as provided, in the PDi360°Process© feedback you received from the people you work with day to day.

The PDi360°Surveys© are both standardized and have a number of customization features that distinguishes which competencies, behaviors, or characteristics are most important to a person's job, identifies strengths, and opportunities for improvement. The PDi360°Surveys also provide a clear picture of how different rater groups assessed a participant's performance levels. The participant can see how their immediate supervisor, peers, direct reports and others view their performance and effectiveness. This is particularly critical information for the PDi360°Process© participant because their performance can affect results across teams, departments, and entire divisions.

3. How can I improve?

Listen, Plan & Do...

The PDi360°Process© will generate excellent data and feedback from the people an individual works with. Additional "expert" advice, based on PDi research and real world business experience and practice, will provide specific recommendations on what to do, (**PDi360°BestPractices©**) and provide a clear framework for creating a strong development plan (**PDi360°ActionPlanning©**). The PDi360°Process© will not leave the participant scratching their head and wondering what it all means, what to work on, or what to do next. Participants will have a clear picture of what's working and what's not, and a clear, comprehensive, and specific plan to improve their performance.

How do I contact PDi?

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