



**PDI**

**Performance Dimensions  
International, LLC**



***360° FEEDBACK***

**INDIVIDUAL 360° FEEDBACK PROFILES**

**INTERNAL PARTNERING AND CUSTOMER SATISFACTION**

**MULTI-STAKEHOLDER ASSESSMENTS**

# FEEDBACK

## Why PDi 360° © Feedback?



PDi 360° © measurement systems approach metrics like photographs – a complete view of a multi-dimensional subject requires photos from all angles. In organizations, important behaviors such as communication and cooperation often vary depending upon the context – one style for teammates, another for different departments or functional specializations, and others for different stakeholders (customers, investors, vendors, etc.) PDi 360° © is based on the premise that “forewarned is forearmed” – with understanding comes the possibility of change and improvement.

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## PDi 360° © Measurement Systems

- ▲ Individual profile feedback  
(self, boss, peers, subordinates, others)
- ▲ Internal partnering / Internal customer satisfaction  
(division, department or function)
- ▲ Multi-stakeholder assessment  
(customers, employees, investors, vendors, unions, etc.)



## What PDi 360° © Feedback Can Do For You

PDi 360° © Feedback is based on the premise that employees can learn to improve performance and manage their weaknesses.

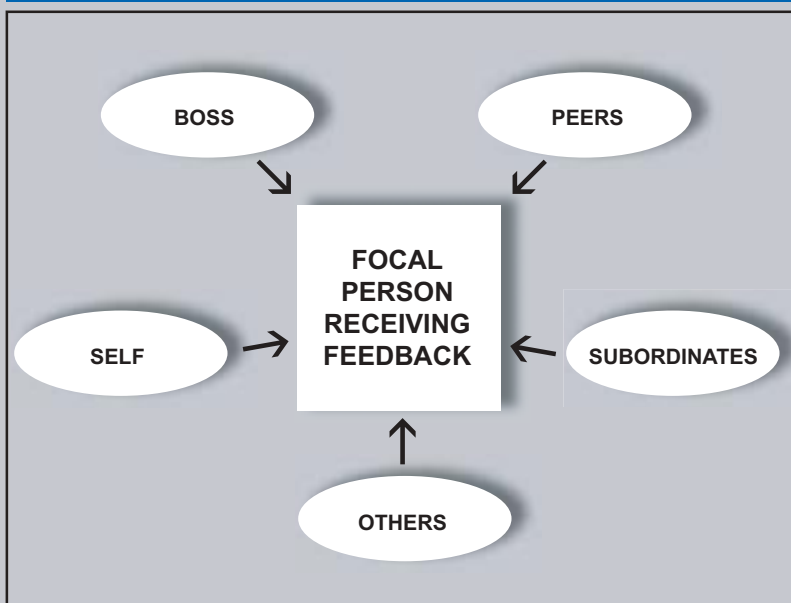
- 🕒 Continually improve performance
- 🕒 Survey feedback is specific and actionable
- 🕒 Realistic action plans
- 🕒 Ongoing coaching and support

True learning always begins inside oneself. As we recognize how others (bosses, peers, subordinates, etc.) perceive us, and recognize how our behaviors affect them, personal and professional integrity will drive us to reduce stumbling blocks we create. As levels of courtesy and compassion increase, barriers to effective communication and cooperation will decrease, thus improving effectiveness.

The PDi 360° © Feedback process provides your company with the instruments, processes, ongoing facilitations and coaching to support this kind of personal development. In contrast with 360 degree instruments, most general surveys simply lump all types of respondents together, masking their differences in an overall average, making meaningful personal feedback problematic.



### PDi 360° © Profile Feedback



PDi 360° © Feedback supports other performance programs you might have in place, and:

- ▲ Focuses on individual development
- ▲ Identifies core competencies
- ▲ Aligns people to support teamwork
- ▲ Promotes loyalty
- ▲ Concentrates individual skills to key areas of performance
- ▲ Emphasizes behavioral feedback, which supports growth
- ▲ Promotes full involvement
- ▲ Improves organizational effectiveness

**DIMENSIONS**

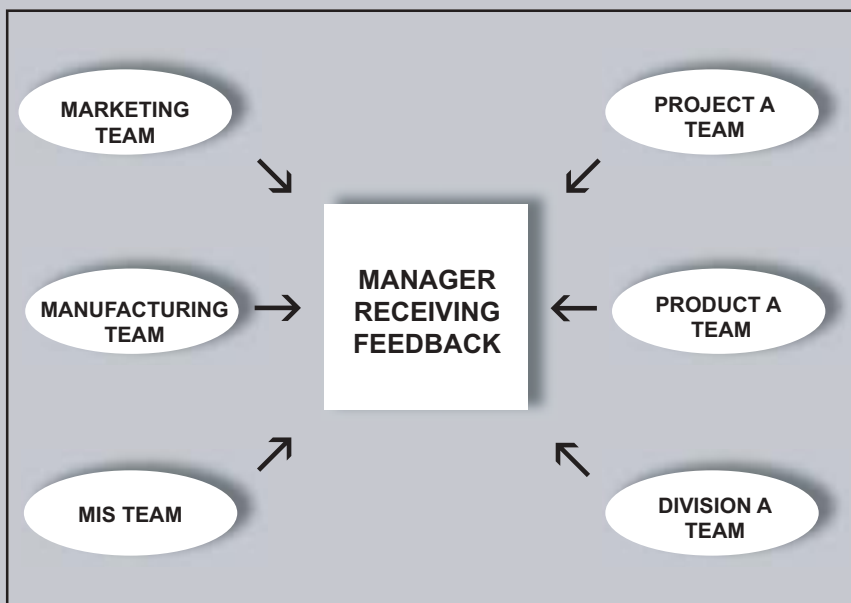
## PDi 360° © Feedback and Internal Partnering

When the PDi 360° © measurement approach is applied at the group level, we call it internal partnering or internal customer satisfaction. The principle remains the same - our performance in key behaviors may vary according to which group, team, division, department, or functional specialization we are dealing with. Knowledge is power.



Every corporation must also have healthy feedback processes, as well as, core competencies for each position. PDi 360° © Feedback Process covers a wide range of organizational competencies

### Internal Customer Satisfaction and Internal Partnering Assessments



- ☺ Communication Skills
- ☺ Conflict Management
- ☺ Customer Service
- ☺ Decision Making
- ☺ Delegation/Accountability
- ☺ Co-operation/Collaboration
- ☺ Initiative/Innovation
- ☺ Group/Team Effectiveness
- ☺ Leadership
- ☺ Perseverance/Tenacity
- ☺ Motivation/Commitment
- ☺ Negotiation/Bargaining
- ☺ Planning/Organization
- ☺ Trust/Respect

## PDi Multi-Stakeholder Assessment

*If you don't stay in touch with your stakeholders, you're working on assumptions instead of facts, and you'll feel blindsided when they leave.*



The term "stakeholders" refers to major internal or external constituencies who affect your organization. The most important stakeholders are usually customers, employees, and owner/investors. PDi Multi-stakeholder assessments will systematically measure how organizations are affecting or satisfying these major internal and external stakeholders.

The goal of satisfying all major stakeholders is the stuff of myth and fantasy - stakeholder interests often diverge instead of being complementary, to the point of contradicting and competing with each other. Few organizations can deliver the highest rates of return to investors, off-the-chart product features and quality for customers, superior pay and benefits for their employees, while delivering products and services at competitive prices. The trick is to meet legitimate stakeholder needs and balance their competing interests - to treat everyone with fairness and respect. Why? Because when stakeholder feels unfairly treated, dysfunctional things happen - their commitment drops, resentment builds, and leaving becomes an attractive option. PDi offers positive alternatives to keep stakeholders loyal.

## The PDi 360<sup>o</sup> © Feedback Checklist

- ✓ Obtain support and full participation of top level management
- ✓ Assure confidentiality
- ✓ Provide comprehensive 360° skill training
- ✓ Implement a pilot 360° process
- ✓ Provide ongoing individual and group coaching
- ✓ Measure ongoing process
- ✓ Schedule reassessment for overall performance changes





**Performance Dimensions  
International, LLC**

Phone: 956.772.1212  
Email: [pdisurvey@juno.com](mailto:pdisurvey@juno.com)  
Website: [www.pdisurvey.com](http://www.pdisurvey.com)

**Strategic Planning to Implementation, Guided by Data**