rev 5.1

POWERFUL FEEDBACK SKILLS PROFILE
360 CUSTOMER/CLIENT SERVICE SURVEY

WHAT IS THE POWERFUL FEEDBACK PROFILE?

The *Powerful Feedback Profile* is a proven customer/client service survey. Like all 360º surveys, each workshop participant receives *confidential* professional development feedback from people critical to his/her professional growth and success. Feedback categories include professional skills, expertise delivery/consulting skills, interpersonal skills, teamwork skills, and strategic/business skills. The Feedback is thoroughly integrated the *Powerful Professionals* workshop.

WHY USE THE POWERFUL FEEDBACK CLIENT SURVEY?

- ✓ The ultimate judge of the success of professionals is the assessment of clients and others significant to their success. The *Profile* provides clear data to workshop participants.
- ✓ The Profile is regularly rated a highlight of the workshop by participants.
- ✓ Clear and standardized feedback is often difficult to assess and report. The Profile is an easy-to-use way of providing the feedback necessary for professional growth and success.
- ✓ The workshop emphasizes those skill areas that over 40,000 users of professional services say are most important. It provides benchmarking data for your professionals.
- ✓ The Profile contributes to skill application by highlighting areas needing improvement.
- ✓ The Profile encourages success by clearly showing where participants are already doing well.

FEATURES OF THE POWERFUL FEEDBACK CLIENT SURVEY

- ➢ Totally confidential—for both workshop participant and data givers.
- ➢ Thoroughly tested with over 15 years of experience about 10,000 survey participants to back it up.
- ➢ Web-based for ease of administration and completion.
- ➢ Easy-to-rate with numerical items plus three open-ended written questions.
- ➢ Easy-to-interpret Report and Workshop materials facilitate action planning and application.
- ➢ Feedback clearly shows self-ratings compared to the ratings of others.

LOGISTICS

- ❑ About 4 weeks before the workshop, each participant receives an invitation e-mail with a confidential password and suggested invitation e-mails.
- ❑ Each workshop participant invites clients, managers, peers and others whose feedback is important to complete the survey on the web using his/her confidential password.
- ❑ The confidential Feedback Report is given to each participant in the context of the workshop with the workshop leader available for consultation.
- ❑ Each participant prepares an action plan based on the survey feedback.
- ❑ A Group Report is produced which shows group strengths and improvements

"LOOK-EXPERIENCE" SITE

For your convenience, we have a site where guests can experience the survey (nothing is recorded) at www.powerfulfeedback.com. Use the Survey Code SSCD1234 You will be "giving feedback" to "Chris Doe" of "ABC Organization." (We have personalized the feedback form—raters actually see the name of the person to whom the feedback is given.)

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