

# EMOTIONAL & SOCIAL COMPETENCE 360

Using a 360 degree feedback tool is an effective way of identifying real focus areas relevant to the work environment.

A 360 degree assessment enables practical and relevant feedback to be provided to participants from a range of sources relevant to their role. This allows raters a chance to provide feedback that they normally may not be able to, and gives the participants a realistic appraisal of their commonly perceived strengths and areas for development.

Lixivium utilises a custom 360 degree feedback tool based on an Emotional & Social Competence model that captures a number of key behaviours relevant to effective performance. We can also tailor this tool to suit specific needs.

## 360 Degree Feedback Benefits

- Allows feedback to be received from a range of stakeholders including managers, peers and direct reports.
- Develops awareness of individual strengths and weaknesses which can be used to facilitate development.
- Can set learning objectives for areas that have previously been unidentified.
- When combined with workshops, can provide the knowledge and insights that change behaviour on a permanent basis.

## Suggested 360 Feedback Process



## Customisation Options

- Although the Emotional & Social Competence framework is widely applicable across a broad range of leadership roles, we can also customise this tool to suit the context, by:
  - Removing less relevant competencies, or creating competencies specific to the role
  - Designing entirely new item/competency sets to fit the need of the project
  - Tailoring the assessment to align with existing organisational competency frameworks

## Standard Emotional & Social Competence Measurement Areas

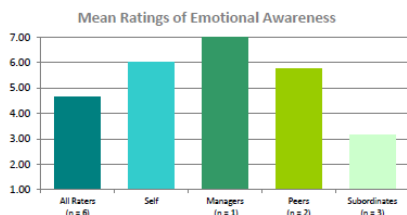
Sub-Domains				
Self -Awareness	Self-Regulation	Motivation	Empathy	Social Skills
Competencies				
Emotional Awareness	Self Control	Achievement Drive	Understanding Others	Influence
Accurate Self-Assessment	Trustworthiness	Initiative	Service Orientation	Communication
Self Confidence	Conscientiousness	Perseverance	Organisational Awareness	Conflict Management
	Adaptability			Leadership
				Change Catalyst
				Building Bonds
				Developing Others
				Teamwork & Collaboration

## Report Output

- Reports include a comprehensive presentation of rater scores, such as in the below image:

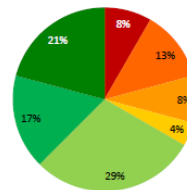
### EMOTIONAL AWARENESS

Recognising one's emotions and their effects. Listening to one's intuitions and incorporating these in decision making.



### Emotional Awareness Ratings Overview

- Strongly Disagree
- Disagree
- Disagree Somewhat
- Neither
- Agree Somewhat
- Agree
- Strongly Agree



Statement	All Raters (n = 6)	Self	Managers (n = 1)	Peers (n = 2)	Subordinates (n = 3)
Quickly and accurately identifies how people are feeling, and why.	4.83	6.00	7.00	5.50	3.67
Speaks and acts in ways which suggest that he or she is very aware of the power of emotions in the communication process.	4.67	6.00	7.00	5.50	3.33
Is very intuitive, quickly senses another's feelings and emotions.	4.17	6.00	7.00	6.00	2.00
Behaves in ways which suggest very little, if any, awareness of how he or she is actually coming across to others.	5.00	6.00	7.00	6.00	3.67
<b>Emotional Awareness</b>	<b>4.67</b>	<b>6.00</b>	<b>7.00</b>	<b>5.75</b>	<b>3.17</b>
	Reasonable	Major Strength	Major Strength	Strength	Development Area

Note that any statements in red have been re-scored such that high scores represent more positive outcomes.