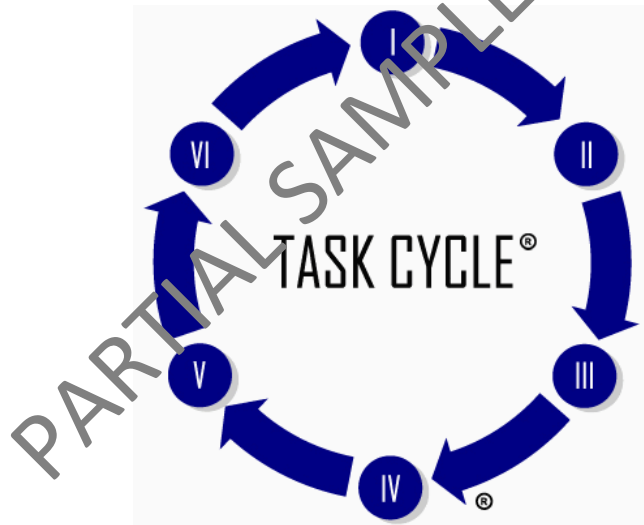


# Confidential Feedback Report

Test, LHS, TruScore®

## Leadership in Health Services



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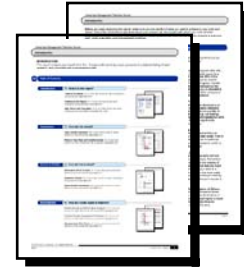
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Task Cycle® name and image are registered trademarks of TruScore®

## Table of Contents

### Introduction

#### What's in this report?

An introduction to the report, the Task Cycle® methodology, and definitions throughout the report.

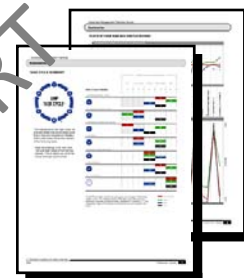


### Summaries

#### How did I do overall?

**Task Cycle® Summary:** An overall summary of your centile scores averaged by Task Cycle® phase and rater group.

**Plots of Your Raw and Centile Scores:** Line plots of your centile scores and raw scores separated by rater group.



### Scores & Details

#### How did I do in detail?

**Dimension (Skill) Scores:** Your overall scores for each Task Cycle® skill.

**Question Scores:** A detailed listing of responses for each question of the survey.

**Open-Ended Comments:** A verbatim listing of comments provided by your raters.



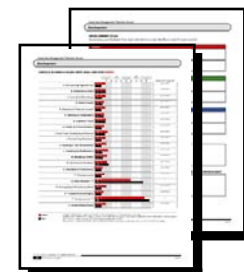
### Development

#### How do I create a plan to improve?

**Centile Scores and Blind Spot Analysis:** A ranking of your centile scores for each rater group along with a blind spot analysis for each Task Cycle® skill.

**Current Centile Scores Compared to Previous Scores** (this chart only shows if survey data from previous time is available): A comparison of your current scores to your previous scores.

**Development Plan Template:** Space and guidance for creating a development plan from the results in this report.



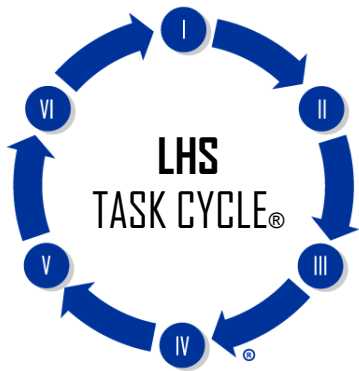
**Introduction**

*What's in this report?*

Before you begin analyzing this report, make sure you are mindful of what you want to achieve in your work and career. Take a few moments to also think about your present job, the people with whom you work, and the environment in which you work. Your raters draw on recent experiences, such as the last few projects or previous year, when evaluating your management practices.

**THE TASK CYCLE®**

The feedback in this report is organized into six phases of activity that all executives, leaders and managers engage in, called the Task Cycle®. The Task Cycle® is a sequential, valid organizing tool that can help you know where to focus your development.



**Task Cycle® Phases**

- I. ENTREPRENEURIAL VISION
- II. PLANNING FOR THE FUTURE
- III. MAXIMIZING HUMAN RESOURCES
- IV. FEEDBACK
- V. DRIVING TOWARD RESULTS
- VI. RECOGNITION

**Why you should care about the Task Cycle®**

1. The Task Cycle® organizes all of your feedback data into logical, business-relevant categories of action, which will help you to focus and direct your developmental activity.
2. The Task Cycle® is organized sequentially, with the phases of greatest leverage appearing first. As a result, if you focus on developing capacity in the earliest phases of the cycle, you will see the greatest benefit to your entire performance as a manager.
3. Your performance across the Task Cycle® phases predicts how others perceive the impact of your efforts.

**IMPACT OR OUTCOMES**

The dimensions that make up the phases of the Task Cycle® are the fundamental skills. The Outcome or Impact dimensions that follow show the effect of the Task Cycle® skills on how others perceive you. Your skill competence is integral to the impression you make.

**KEY TERMS AND CONCEPTS**

**Raw Score**

This is the actual score that was given to you by those who completed the survey.

**Centile**

This compares your scores to everyone else who has taken the survey. If your centile score for a particular skill is "30," it means that 30% of the individuals who have taken the survey scored lower than you (and 70% scored higher). Centile scores are presented frequently throughout the report, and are intended to give you a competitive analysis of how your leadership skills compare to others in similar professional situations.

**Situational Scales (\*\*\*)**

Dimensions marked with (\*\*\*) are dimensions on which high scores are not necessarily desirable. When these are the only strengths in a profile, it indicates that the leader is pushing, not leading. However, when balanced with solid leadership skills and used strategically, they can significantly enhance your leadership abilities.

**Consistency or Differences Between Raters**

Look for such distinguishing characteristics as consistencies between different rater levels. If all of your raters rated you extremely low in particular dimensions, these may be good areas in which to focus your plans for development.

Differences between scores, especially self and others, can provide very useful clues. Remember that all of your ratings depend on the visibility of your skills to different raters. Direct Reports might have a better understanding of your skills in a particular area, so their scores in that area might be more important to you than scores provided by Peers.

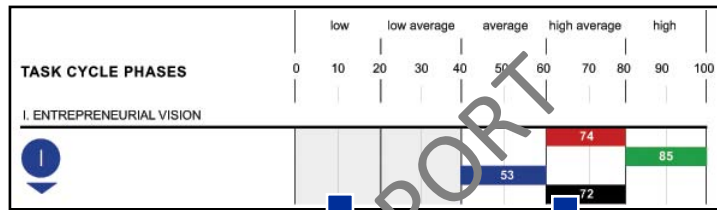
**Summaries**

*How did I do overall?*



**TASK CYCLE® SUMMARY**

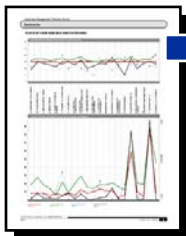
All of your centile scores are averaged and are shown for each phase of the Task Cycle®. Consider the Task Cycle® when looking at your scores, keeping in mind the importance of the Task Cycle® sequence. Its premise states that some tasks come first in time and importance. Mastery of the intital tasks influences mastery of the following tasks.



The shading in the "low" and "low average" areas of the first two phases is an area where you could be losing leverage of the Task Cycle® sequence.

Averaged centile scores are shown for each phase, broken out by rater level. The position of each colored block shows if the score is low, low average, etc.

Note that situational scales, identified by 3 asterisks (\*\*\*) are interpreted in light of the situation and therefore are not included in the summary.



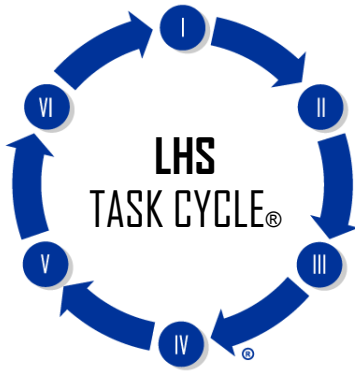
**PLOTS OF RAW AND CENTILE SCORES**

All of your raw scores for each dimension are presented separately for each rater level on the plot at the top of the page. The scores you gave yourself (via your self-survey) are also plotted. Compare different rater levels and look for trends. A legend showing the colors for each rater level is located at the bottom of the page.

The centile plot shows a summary of your scores for each dimension and serves as the primary interpretation tool for many users. All of your centile scores for each dimension are presented separately for each rater level on the plot. The scores you gave yourself are also plotted.

Summaries

**TASK CYCLE® SUMMARY**

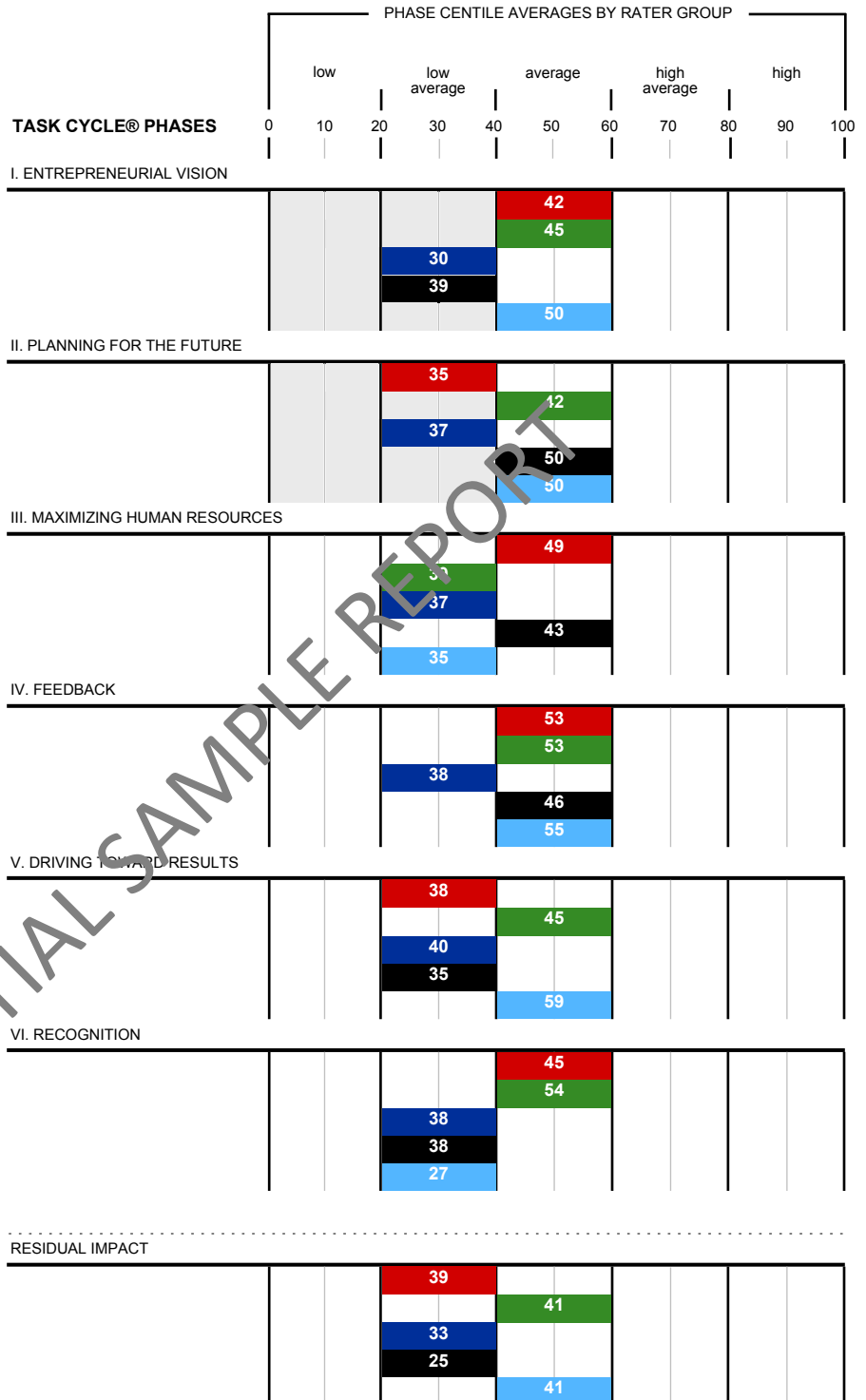


**Importance of the Task Cycle®**

Its premise states that some tasks come first in time and importance. Mastery of the initial tasks influences mastery of the following tasks.

Scores that land in the shaded areas indicate an area that you may be losing leverage within the Task Cycle®. Review your dimension scores for a better analysis.

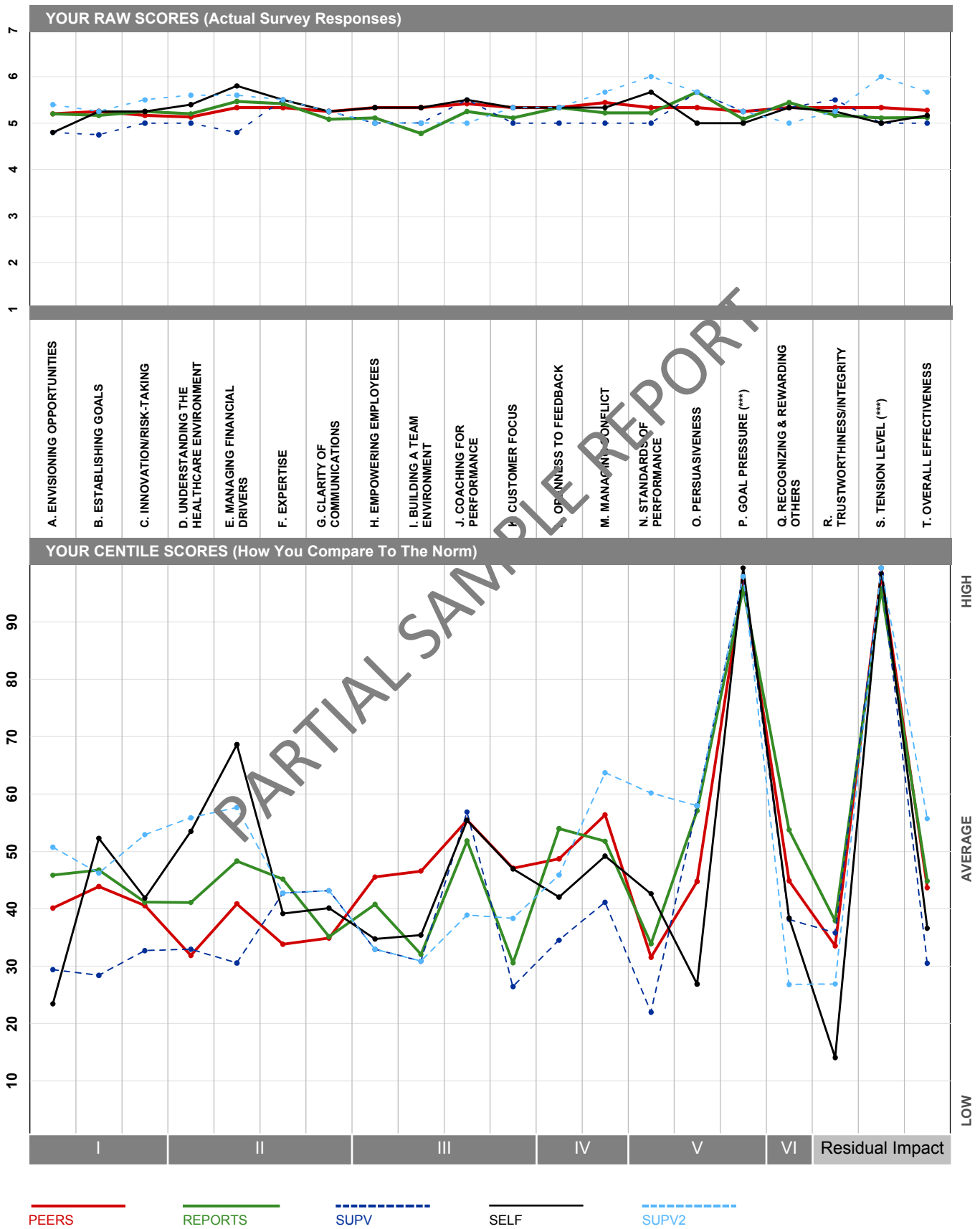
- Peers
- Reports
- Supv
- Self
- Supv2



PARTIAL SAMPLE REPORT

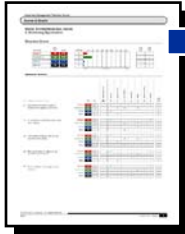
Summaries

PLOTS OF YOUR RAW AND CENTILE SCORES



## Scores & Details

How did I do in detail?



### DIMENSION AND QUESTION SCORES

#### Dimension (Skill) Scores

The dimension table allows you to compare your rankings on each dimension from each rater group.

- Most participants will have separate rows for direct reports, peers, a supervisor and self.
- Peers and reports are not broken out separately when the minimum number required to protect rater anonymity are not completed by the survey deadline.

#### Question Scores

Below the dimension table you will see data for each question making up the dimension. This includes: average score, standard deviation, exact frequency of the "NR" and "1-7" ratings, and, if you have taken the survey before, previous average scores.



### OPEN-ENDED COMMENTS

Written comments from your raters shown exactly as they were entered into the web survey, without editing.

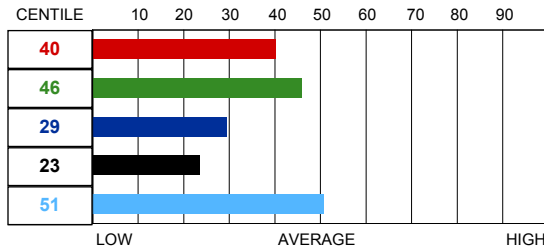
- Comments are organized according to rater levels.
  - Raters were discouraged from referring to events or using language that would identify them.
- Comments are randomized within the different rating groups.

**Scores & Details**

**I. ENTREPRENEURIAL VISION  
A. Envisioning Opportunities**

**Dimension Scores**

RATER(S)	RAW AVG	NORM
PEERS (3)	5.20	5.46
REPORTS (3)	5.20	5.33
SUPV (1)	4.80	5.38
SELF (1)	4.80	5.38
SUPV2 (1)	5.40	5.38



PRE AVG	PRE CEN
4.96	32
4.60	28
4.40	18
6.40	90
---	---

**Question Scores**

Question # within survey	RATER(S)	AVG	SD	Not rated, N/A	Frequency							PRE AVG
					1	2	3	4	5	6	7	
2. Develops innovative ideas to improve the quality of services	PEERS	4.3	0.6					2	1			5.0
	REPORTS	5.0	---						3			5.0
	SUPV	5.0	---						1			2.5
	SELF	5.0	---						1			6.0
	SUPV2	6.0	---						1			---
6. Is a leader in promoting new ideas and change	PEERS	5.7	0.6						1	2		5.6
	REPORTS	5.3	0.6						2	1		3.3
	SUPV	5.0	---						1			5.0
	SELF	4.0	---					1				6.0
	SUPV2	5.0	---						1			---
26. Has good ideas to improve our products and services	PEERS	5.3	0.6						2	1		5.2
	REPORTS	5.0	---						3			4.3
	SUPV	5.0	---						1			5.0
	SELF	4.0	---					1				7.0
	SUPV2	6.0	---							1		---
37. Anticipates changes that will be needed in the future	PEERS	5.0	---						3			5.0
	REPORTS	5.3	0.6						2	1		5.5
	SUPV	5.0	---						1			4.5
	SELF	5.0	---						1			6.0
	SUPV2	6.0	---							1		---
57. Demonstrates knowledge of the healthcare industry	PEERS	5.7	0.6						1	2		4.0
	REPORTS	5.3	0.6						2	1		5.5
	SUPV	4.0	---					1				5.0
	SELF	6.0	---							1		7.0
	SUPV2	5.0	---						1			---



## Scores & Details

### OPEN-ENDED COMMENTS

*What does this person do that should be continued?*

#### Peers

- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided

#### Reports

- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided

#### Supv

- ▶ Survey received; no comment provided

#### Self

- ▶ Survey received; no comment provided

#### Supv2

- ▶ Survey received; no comment provided

PARTIAL SAMPLE REPORT

## Scores & Details

### OPEN-ENDED COMMENTS

*What should this person do to be more effective?*

#### Peers

- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided

#### Reports

- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided

#### Supv

- ▶ Survey received; no comment provided

#### Self

- ▶ Survey received; no comment provided

#### Supv2

- ▶ Survey received; no comment provided

PARTIAL SAMPLE REPORT

## Scores & Details

### OPEN-ENDED COMMENTS

***What does this person do that should be stopped?***

#### Peers

- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided

#### Reports

- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided
- ▶ Survey received; no comment provided

#### Supv

- ▶ Survey received; no comment provided

#### Self

- ▶ Survey received; no comment provided

#### Supv2

- ▶ Survey received; no comment provided

PARTIAL SAMPLE REPORT

**Development**

How do I create a plan to improve?



**CENTILE SCORES AND BLIND SPOT ANALYSIS**

This chart shows your centile scores broken out by rater group. Shading and centile ranking designations help you identify whether your scores are considered Low, Low Average, Average, High Average or High.

A blind spot analysis is shown to the right of each dimension. This analysis compares the specified rater group's centile scores with your Self scores. This comparison will help you determine whether or not a particular dimension (skill) is considered a Blind Spot or Strength.

		SKILL SEEN BY SELF	
		LOW	HIGH
SKILL SEEN BY OTHERS	HIGH	Unrealized Strength	Visible Strength
	LOW	Soft Spot	Blind Spot

**Note:** Situational dimensions marked with (\*\*\*) are not included in the Blind Spot Analysis. These dimensions need to be interpreted in light of the situation and high scores may not be desired.



**CURRENT CENTILE SCORES COMPARED TO PREVIOUS SCORES**

This chart shows the range of numeric changes, up (+) or down (-) from your previous centile scores. For example, +20 means that the centile rank went up 20 points or you have improved. Shading is used in this chart to indicate that the centile score has decreased from your previous centile scores. Understanding where your scores have decreased or increased can aid you in creating or adjusting your development plan.

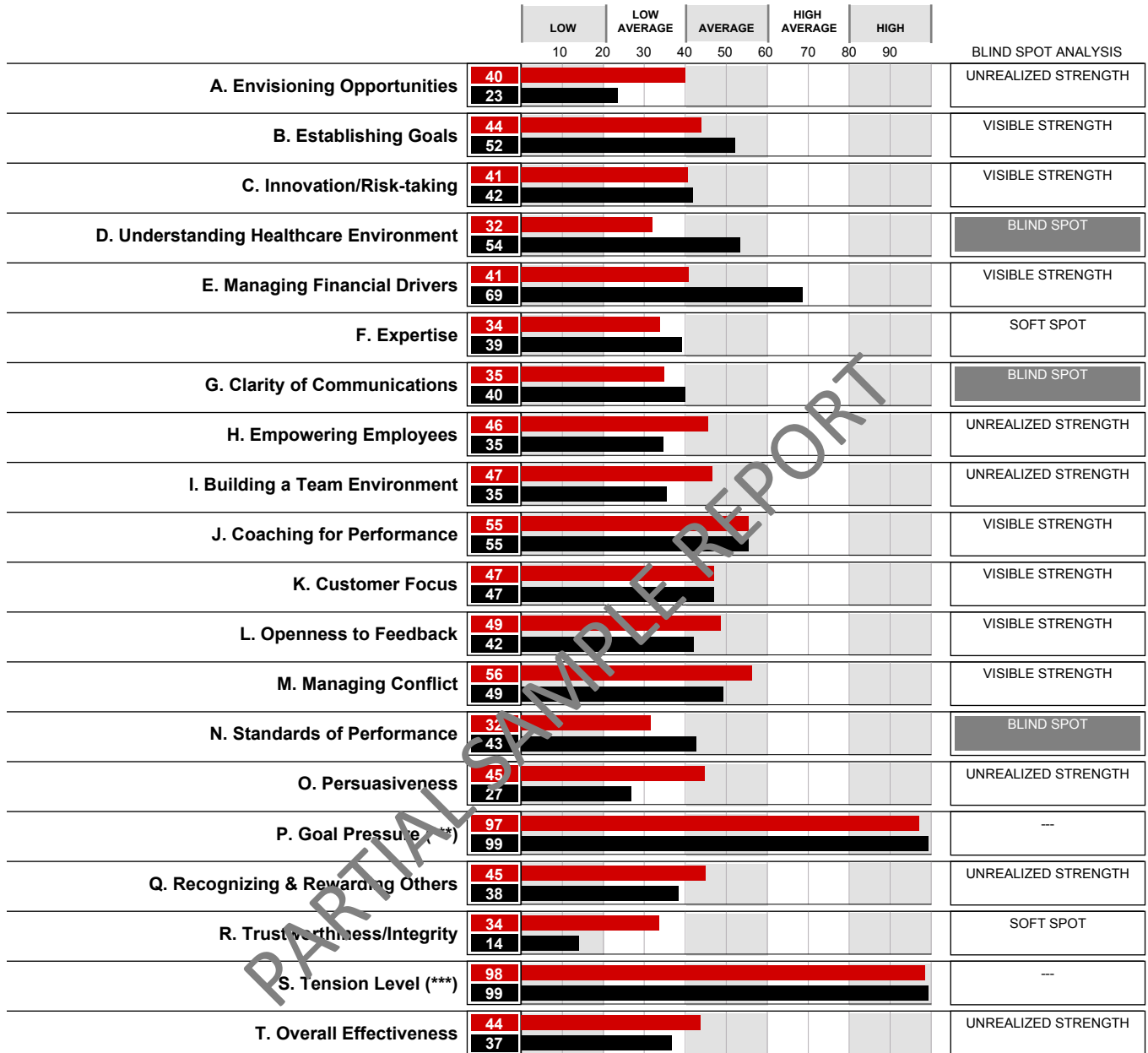


**DEVELOPMENT PLAN TEMPLATE**

These pages provide you with space to create a development plan based on your results. Before you begin creating your development plan, you'll need to read and understand the results from this report.

Development

CENTILE SCORES & BLIND SPOT ANALYSIS FOR PEERS

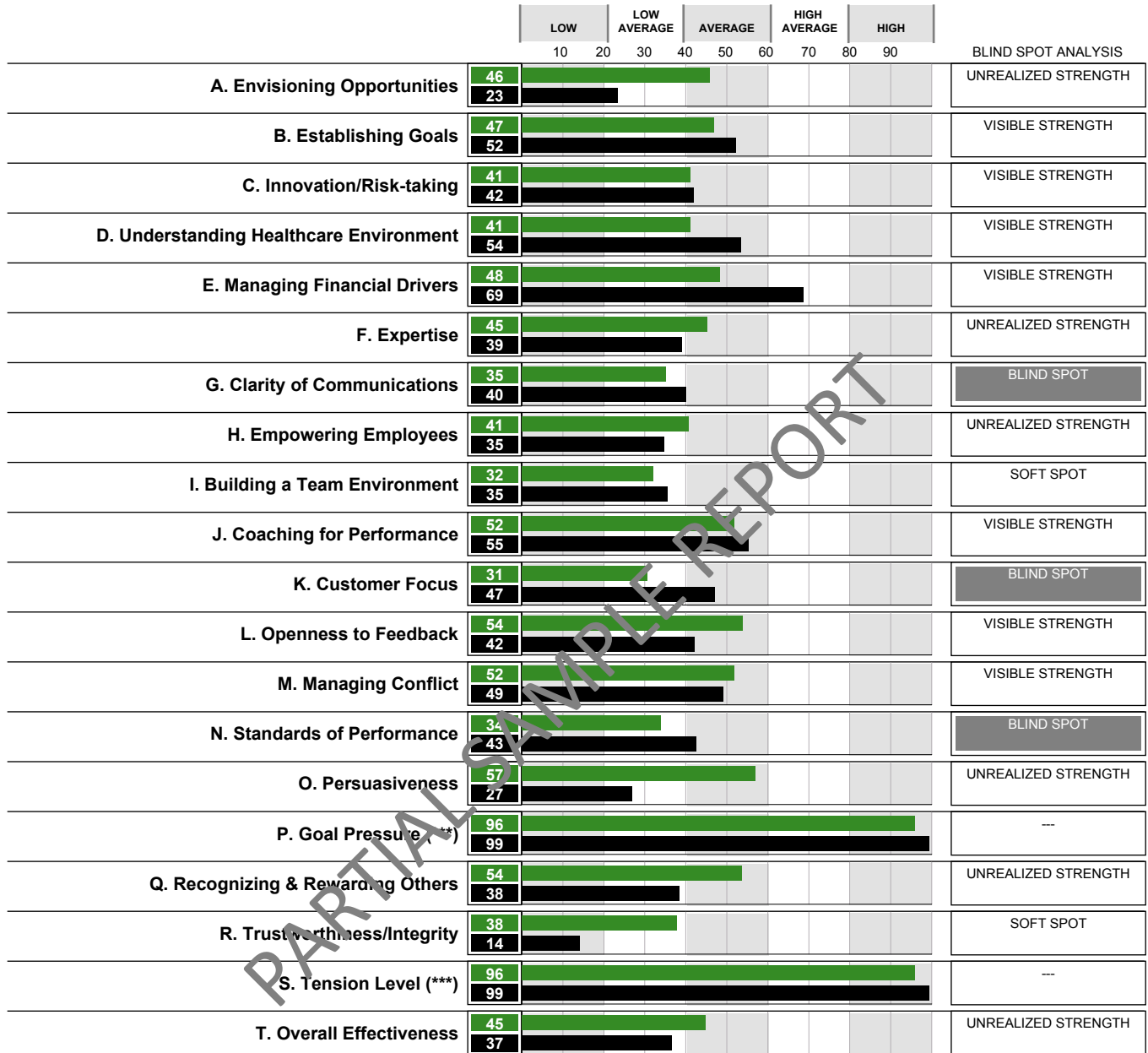


■ Peers  
 ■ Self

VISIBLE STRENGTH = Rated AVERAGE, HIGH AVERAGE or HIGH by others and yourself  
 UNREALIZED STRENGTH = Rated LOW or LOW AVERAGE by yourself, while rated AVERAGE, HIGH AVERAGE or HIGH by others  
 SOFT SPOT = Rated LOW or LOW AVERAGE by others and yourself  
 BLIND SPOT = Rated AVERAGE, HIGH AVERAGE or HIGH by yourself, while rated LOW or LOW AVERAGE by others

Development

CENTILE SCORES & BLIND SPOT ANALYSIS FOR REPORTS

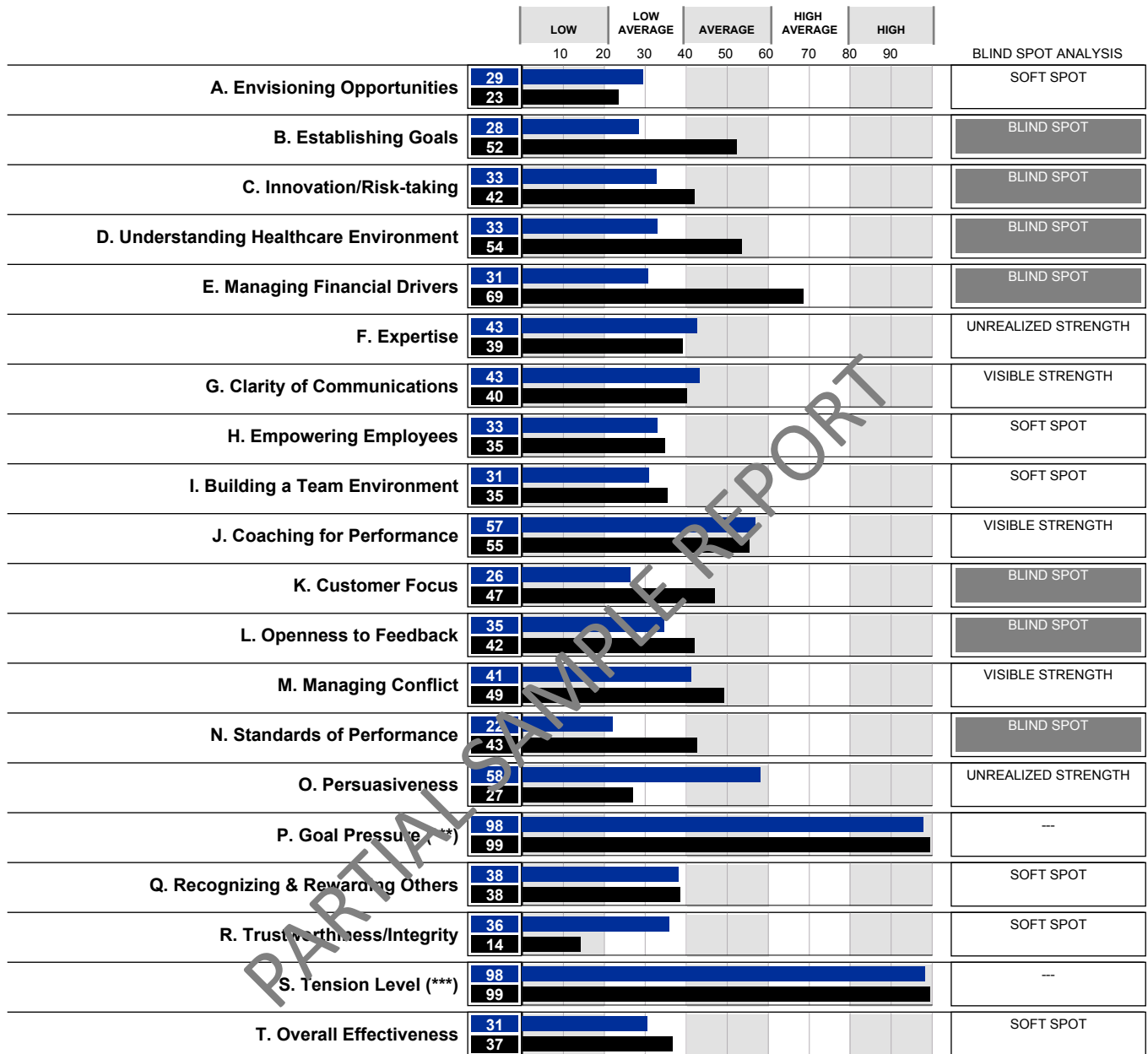


■ Reports  
■ Self

VISIBLE STRENGTH = Rated AVERAGE, HIGH AVERAGE or HIGH by others and yourself  
 UNREALIZED STRENGTH = Rated LOW or LOW AVERAGE by yourself, while rated AVERAGE, HIGH AVERAGE or HIGH by others  
 SOFT SPOT = Rated LOW or LOW AVERAGE by others and yourself  
 BLIND SPOT = Rated AVERAGE, HIGH AVERAGE or HIGH by yourself, while rated LOW or LOW AVERAGE by others

Development

CENTILE SCORES & BLIND SPOT ANALYSIS FOR SUPV

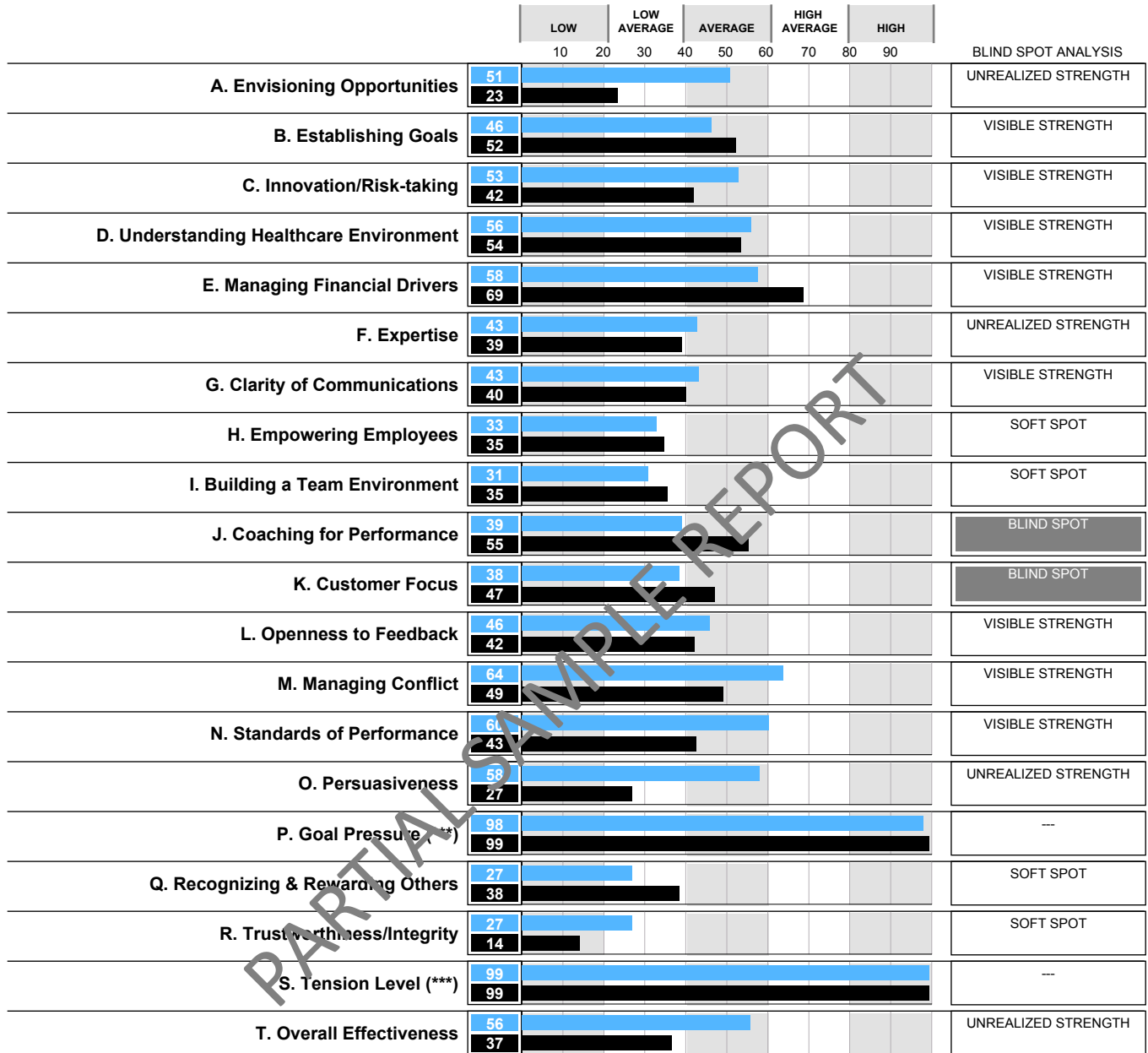


Supv  
Self

VISIBLE STRENGTH = Rated AVERAGE, HIGH AVERAGE or HIGH by others and yourself  
 UNREALIZED STRENGTH = Rated LOW or LOW AVERAGE by yourself, while rated AVERAGE, HIGH AVERAGE or HIGH by others  
 SOFT SPOT = Rated LOW or LOW AVERAGE by others and yourself  
 BLIND SPOT = Rated AVERAGE, HIGH AVERAGE or HIGH by yourself, while rated LOW or LOW AVERAGE by others

Development

CENTILE SCORES & BLIND SPOT ANALYSIS FOR SUPV2



Supv2  
Self

VISIBLE STRENGTH = Rated AVERAGE, HIGH AVERAGE or HIGH by others and yourself  
 UNREALIZED STRENGTH = Rated LOW or LOW AVERAGE by yourself, while rated AVERAGE, HIGH AVERAGE or HIGH by others  
 SOFT SPOT = Rated LOW or LOW AVERAGE by others and yourself  
 BLIND SPOT = Rated AVERAGE, HIGH AVERAGE or HIGH by yourself, while rated LOW or LOW AVERAGE by others



**Development**

**CURRENT CENTILE SCORES COMPARED TO PREVIOUS SCORES**

The range of numeric changes, up (+) or down (-) are shown below. For example, +20 means that the centile rank went up 20 points. Shading indicates the centile score has decreased from your previous centile scores.

**TASK CYCLE® SKILLS**

	PEERS	REPORTS	SUPV	SELF	SUPV2	
<b>I. ENTREPRENEURIAL VISION</b>						
A. ENVISIONING OPPORTUNITIES	+8	+18	+11	-67	---	
B. ESTABLISHING GOALS	+19	+26	-28	-21	---	
C. INNOVATION/RISK-TAKING	+16	+22	-25	-13	---	
<b>II. PLANNING FOR THE FUTURE</b>						
D. UNDERSTANDING THE HEALTHCARE ENVIRONME	+11	+14	+8	-4	---	
E. MANAGING FINANCIAL DRIVERS	+14	+33	0	+15	---	
F. EXPERTISE	+25	+21	+22	-14	---	
G. CLARITY OF COMMUNICATIONS	+18	+11	+4	-24	---	
<b>III. MAXIMIZING HUMAN RESOURCES</b>						
H. EMPOWERING EMPLOYEES	+29	+11	+6	+16	---	
I. BUILDING A TEAM ENVIRONMENT	+16	-12	-6	+25	---	
J. COACHING FOR PERFORMANCE	+12	+8	0	0	---	
K. CUSTOMER FOCUS	---	---	---	---	---	
<b>IV. FEEDBACK</b>						
L. OPENNESS TO FEEDBACK	0	-5	-11	0	---	
M. MANAGING CONFLICT	+2	+7	-12	0	---	
<b>V. DRIVING TOWARD RESULTS</b>						
N. STANDARDS OF PERFORMANCE	+20	+2	-45	+16	---	
O. PERSUASIVENESS	+34	+17	+14	-35	---	
P. GOAL PRESSURE (***)	+6	0	0	+1	---	
<b>VI. RECOGNITION</b>						
Q. RECOGNIZING & REWARDING OTHERS	+25	+6	+16	0	---	
<b>IMPACT</b>						
<b>IMPT. RESIDUAL IMPACT</b>						
R. TRUSTWORTHINESS/INTEGRITY	+20	+1	0	-24	---	
S. TENSION LEVEL (***)	+4	-1	-1	+83	---	
T. OVERALL EFFECTIVENESS	+9	+9	+3	-34	---	

(\*\*\*) Must be interpreted in light of the situation.

**Development**

**DEVELOPMENT PLAN**

Summarize your feedback from each rater below to help identify an area for improvement.

PEERS
List Key Strengths
List Key Challenges

REPORTS
List Key Strengths
List Key Challenges

SUPV
List Key Strengths
List Key Challenges

Enter your most important business objectives and career goals. These are the best guides for deciding what to do about the strengths and challenges that you summarized above.


--

Development Focus. Consider your challenges in light of what you need to achieve in the near future and remember that Phases I & II of the Task Cycle® are where you get the most leverage. Note below your priorities for development before lining out one or more development items in the next section.

--

**Development**

**DEVELOPMENT PLAN**

 Print or photocopy this page for additional development items and/or actions

**Development Item(s)**

**Business or career goals** (Refer to previous page)

[Empty text area for business or career goals]

**What skills, practices or knowledge do you need to focus on at this time?**

[Empty text area for skills, practices or knowledge]

**Development Action(s)**

What action(s) are you going to take?	By when?
[Empty text area for actions]	[Empty text area for dates]

**Success Indicators** (How will you know you're improving?)

[Empty text area for success indicators]

**What resources do you need?**

[Empty text area for resources]

PARTIAL SAMPLE REPORT