

# Individual Feedback Charts

## Survey of Client Relations

Sample Professional  
February 2019  
TruScore

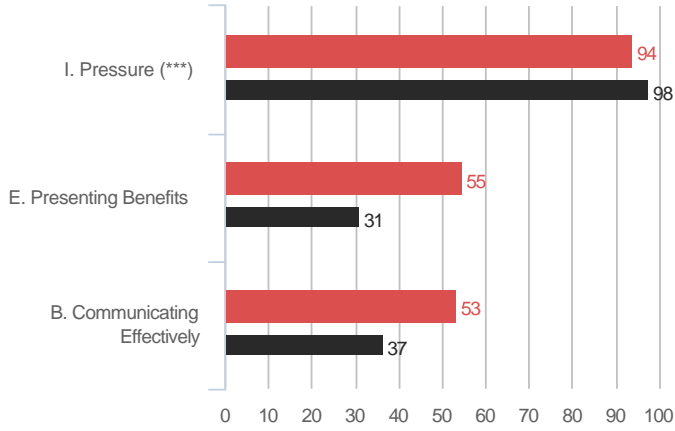


! This PDF is a simplified version of the web report. It does not contain every variation of data/charts contained within the web report.

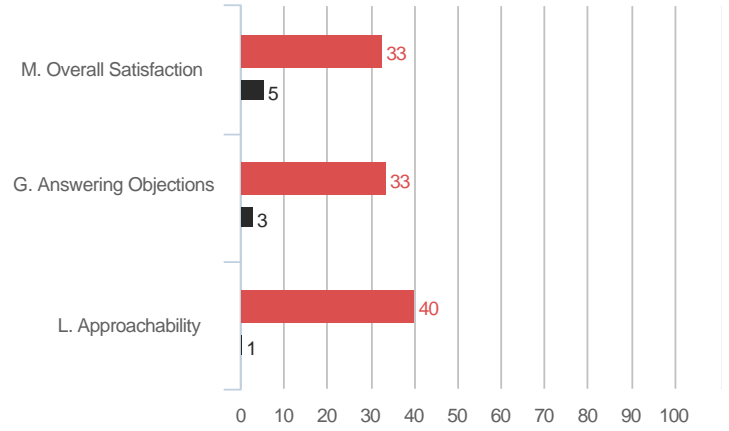


# Highest and Lowest

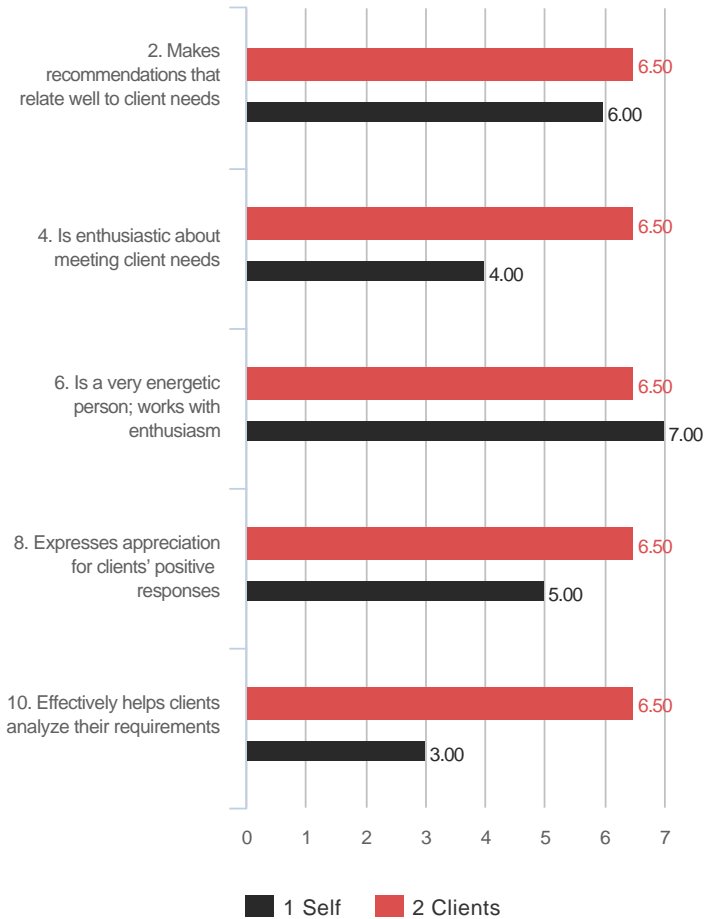
## 3 Highest Competencies



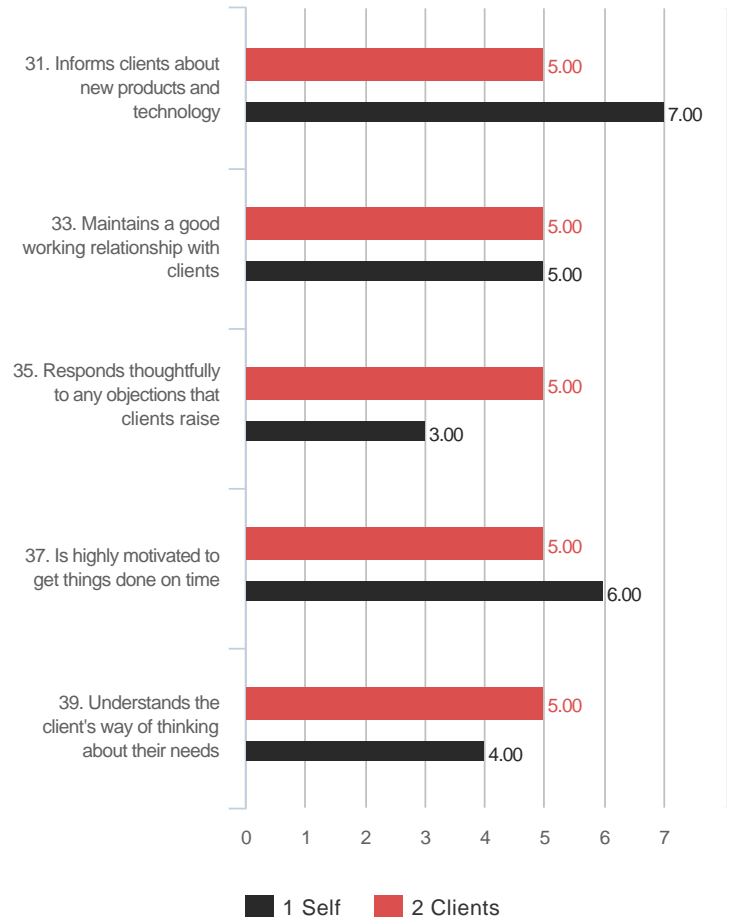
## 3 Lowest Competencies



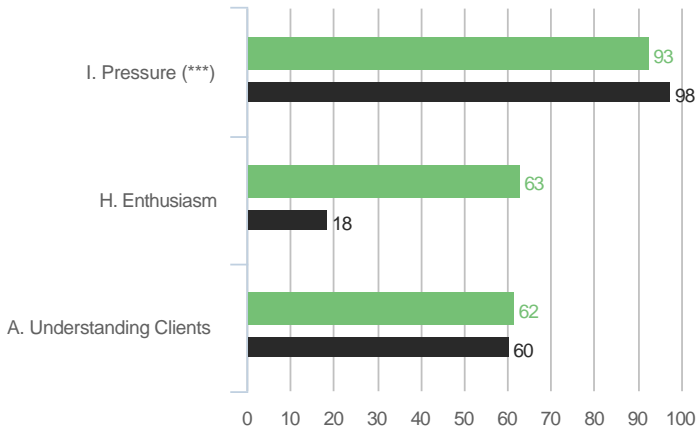
## 5 Highest Questions



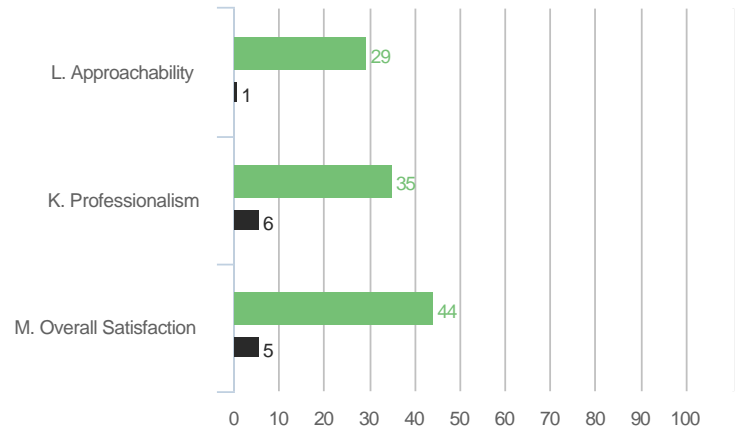
## 5 Lowest Questions



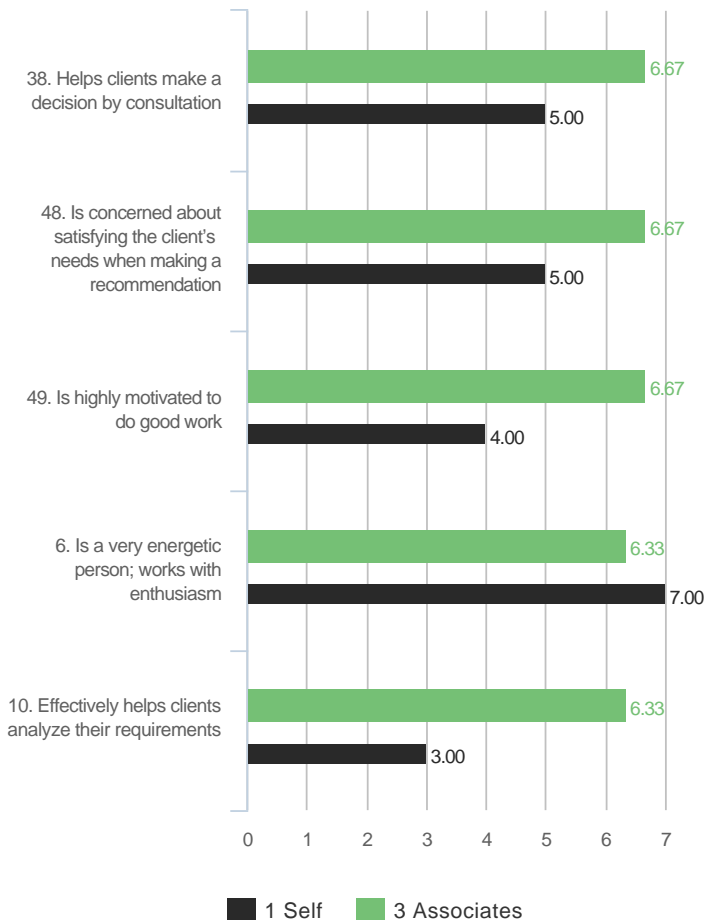
### 3 Highest Competencies



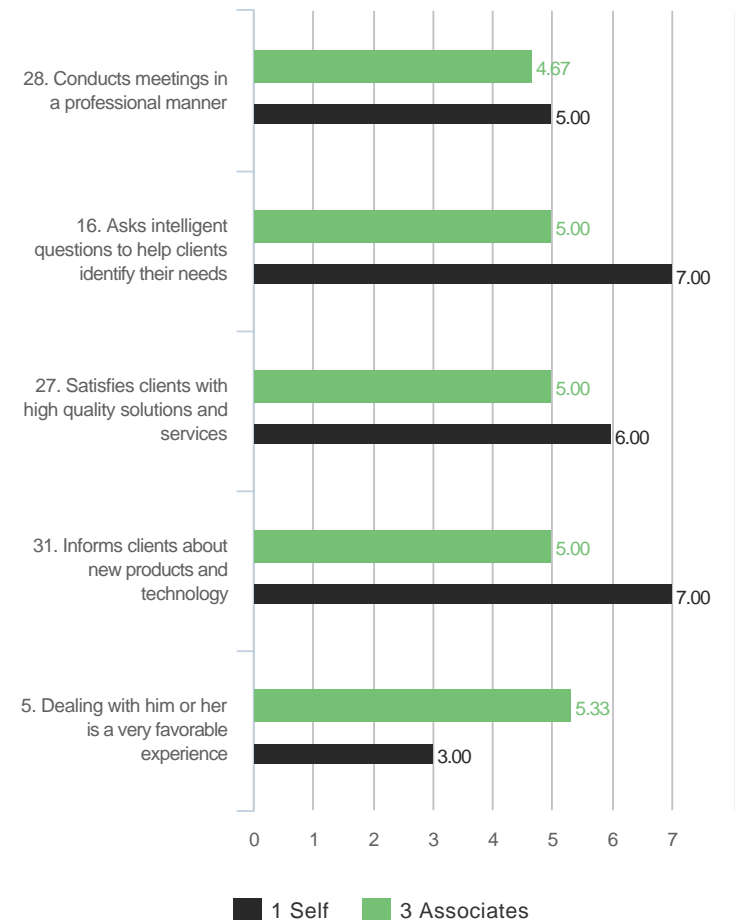
### 3 Lowest Competencies



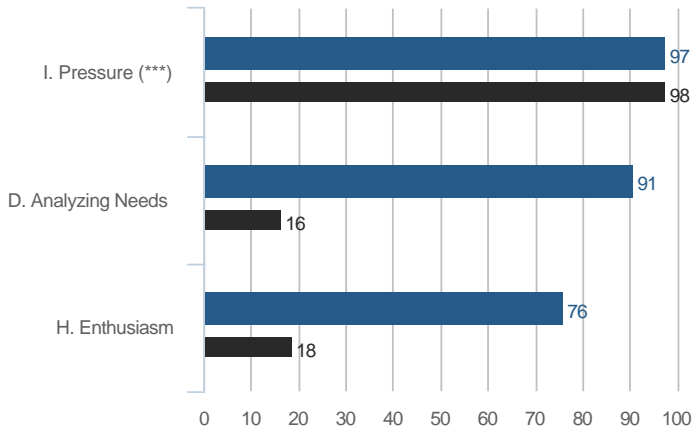
### 5 Highest Questions



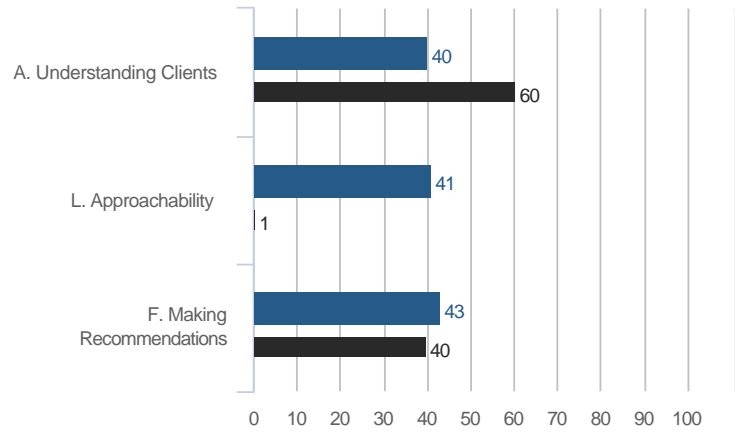
### 5 Lowest Questions



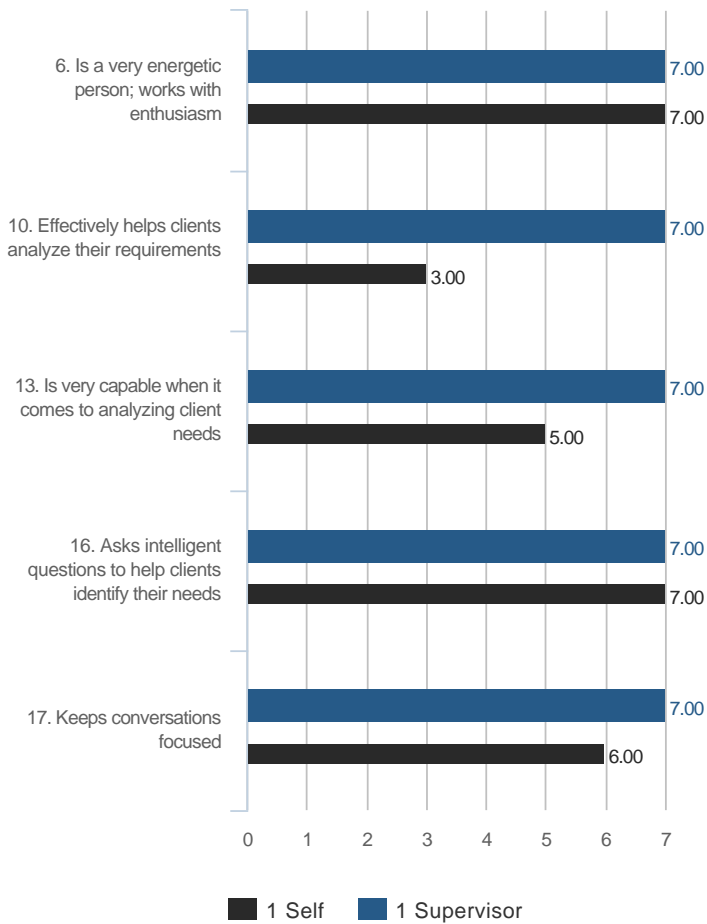
### 3 Highest Competencies



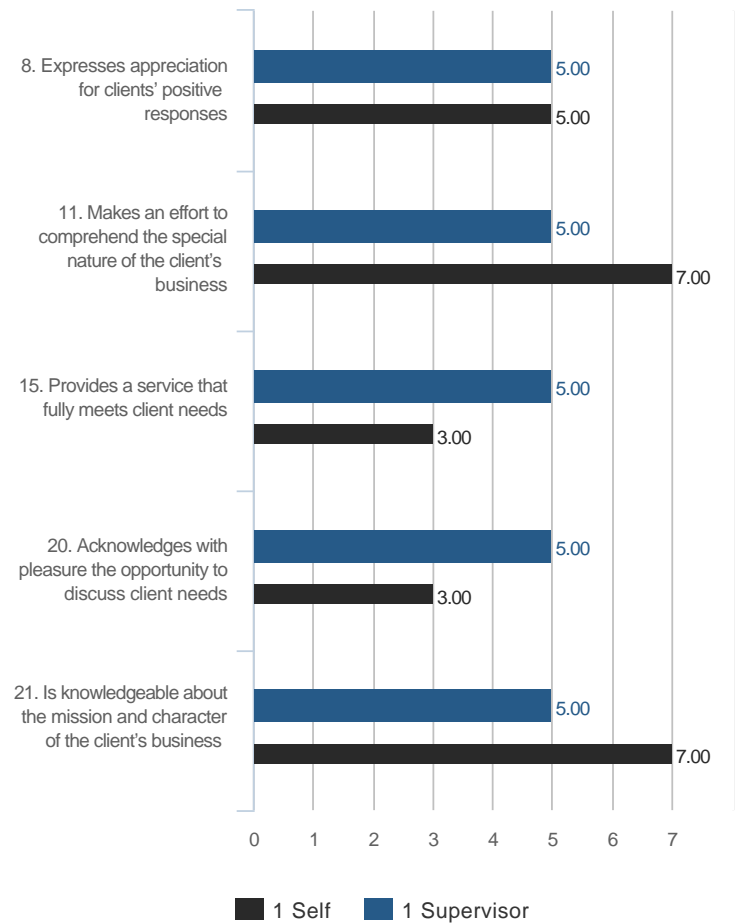
### 3 Lowest Competencies



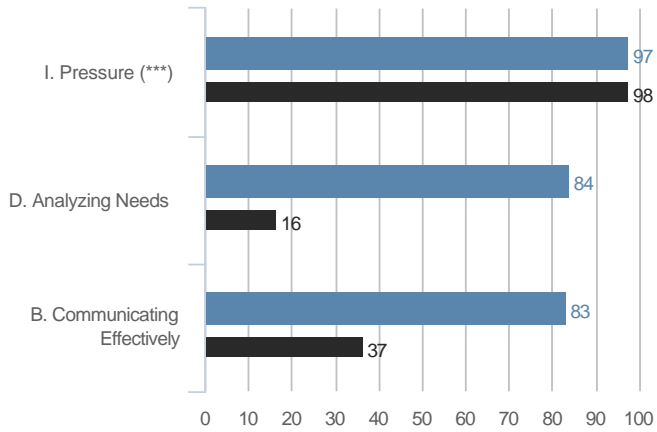
### 5 Highest Questions



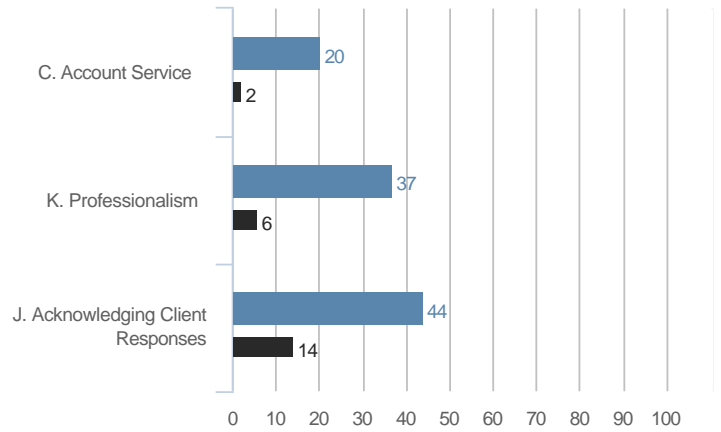
### 5 Lowest Questions



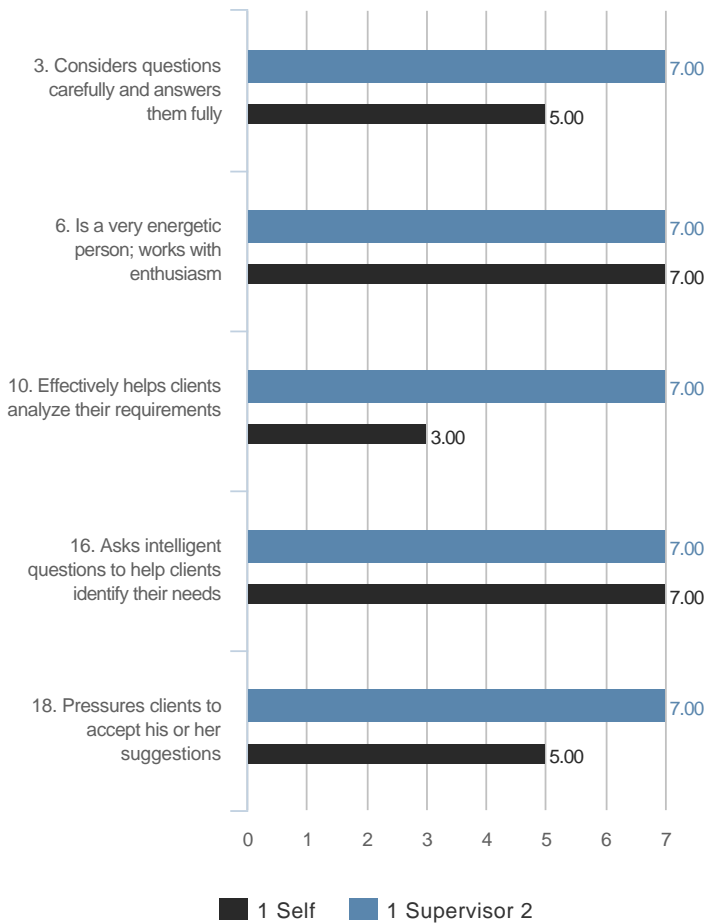
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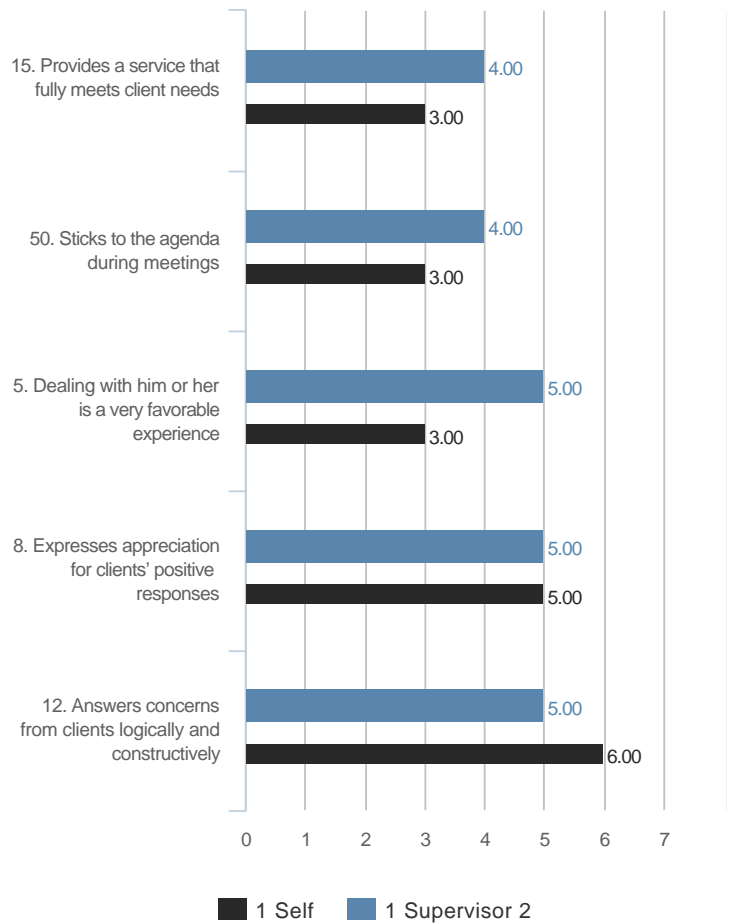
### 3 Lowest Competencies



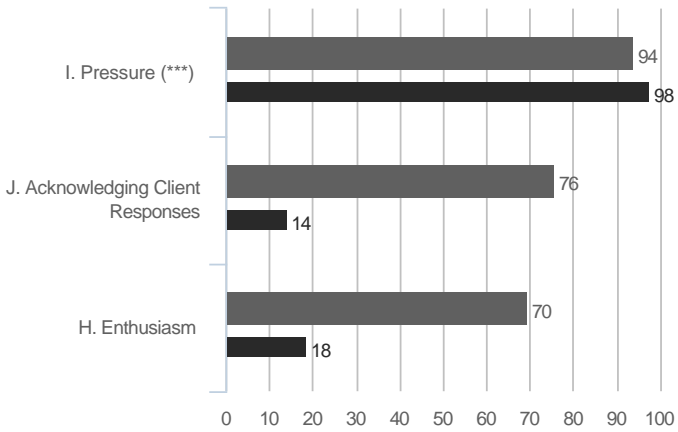
### 5 Highest Questions



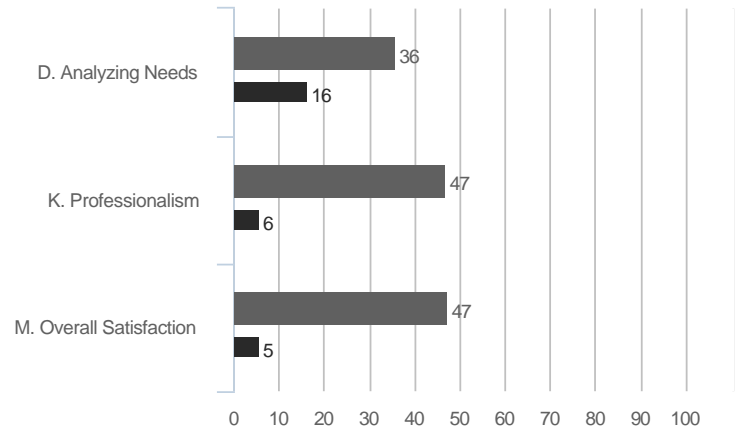
### 5 Lowest Questions



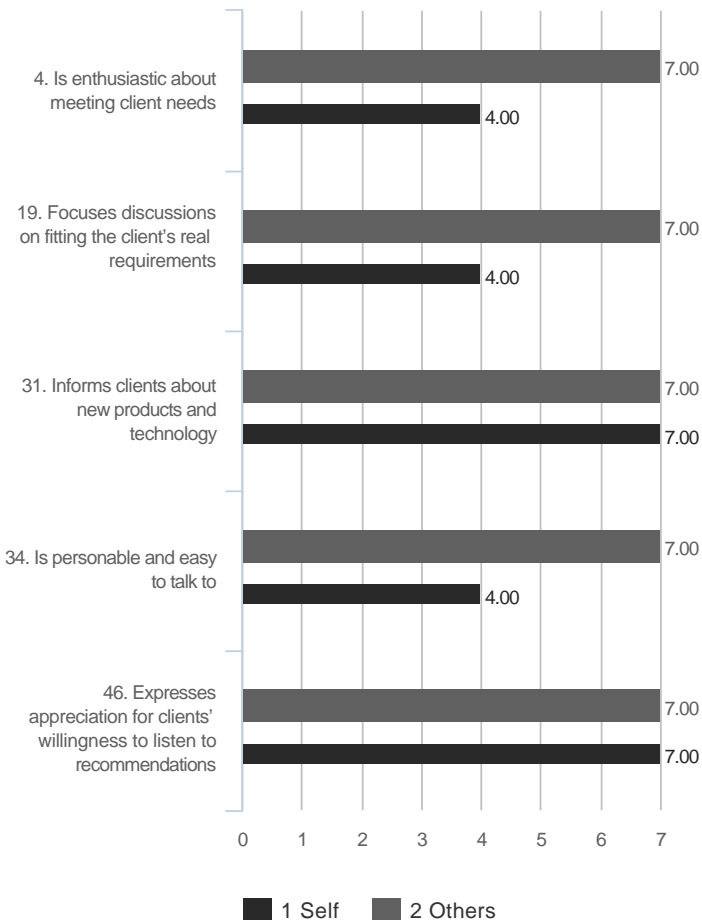
### 3 Highest Competencies



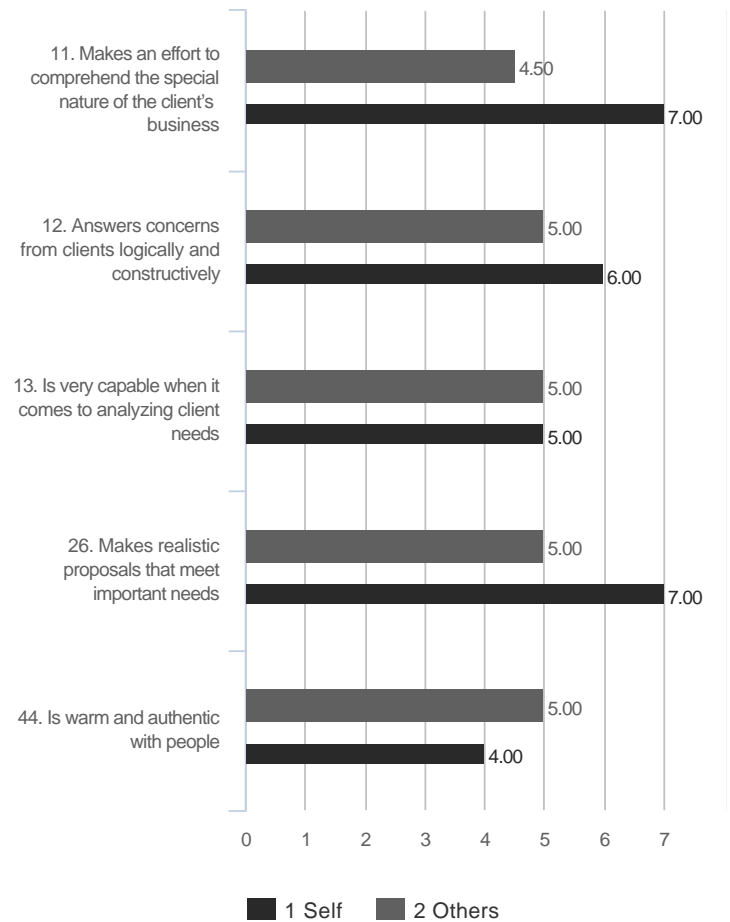
### 3 Lowest Competencies



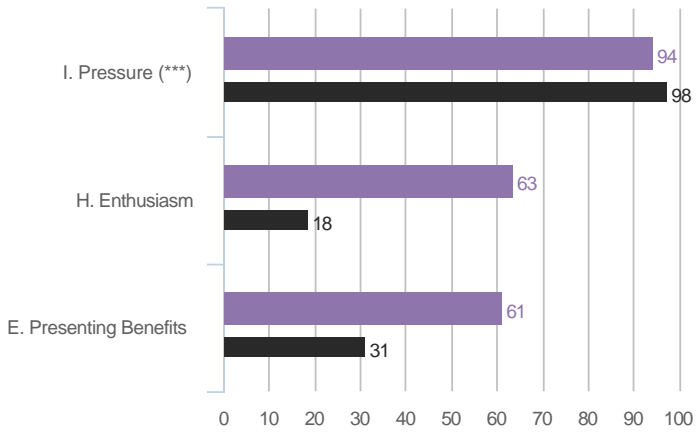
### 5 Highest Questions



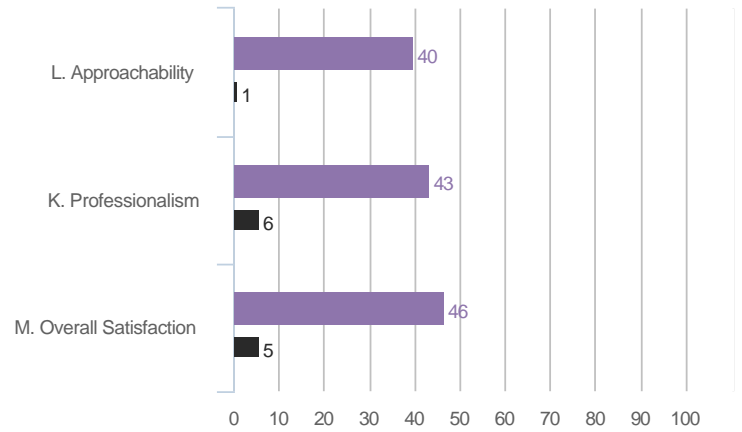
### 5 Lowest Questions



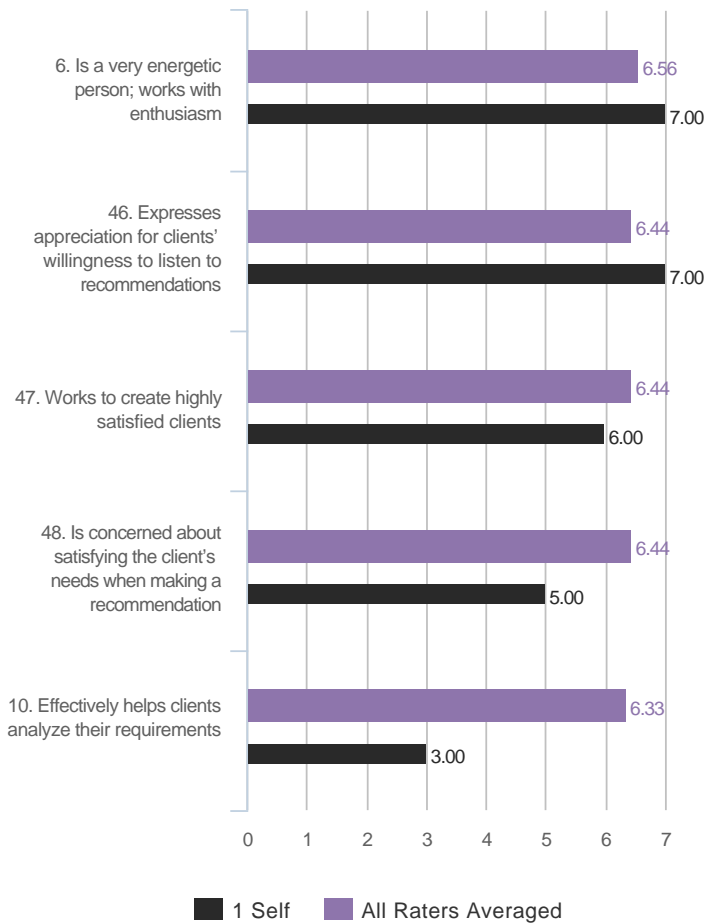
### 3 Highest Competencies



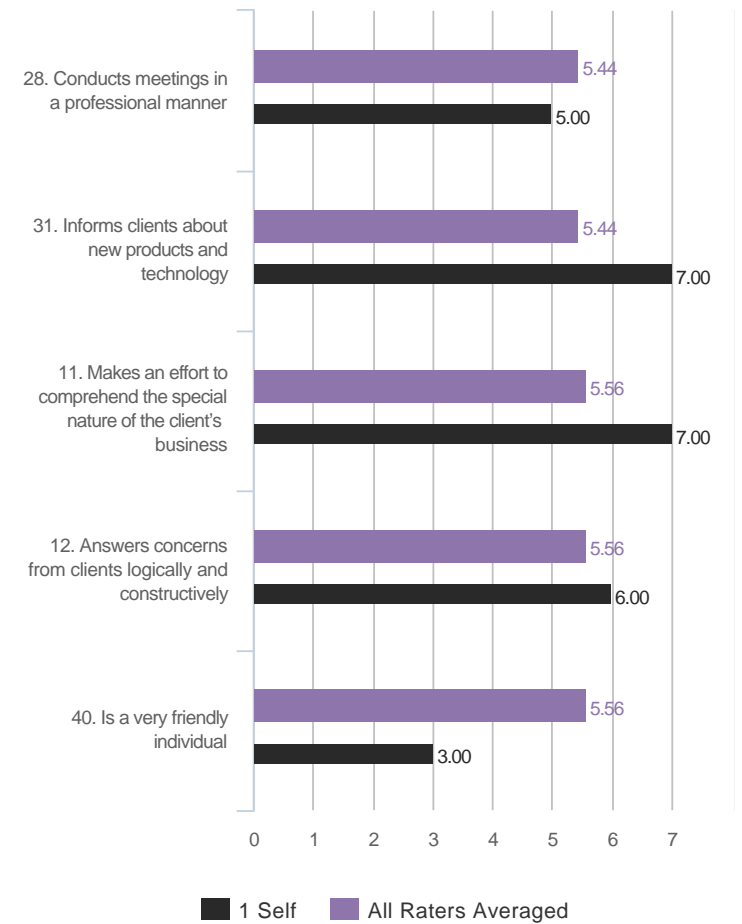
### 3 Lowest Competencies



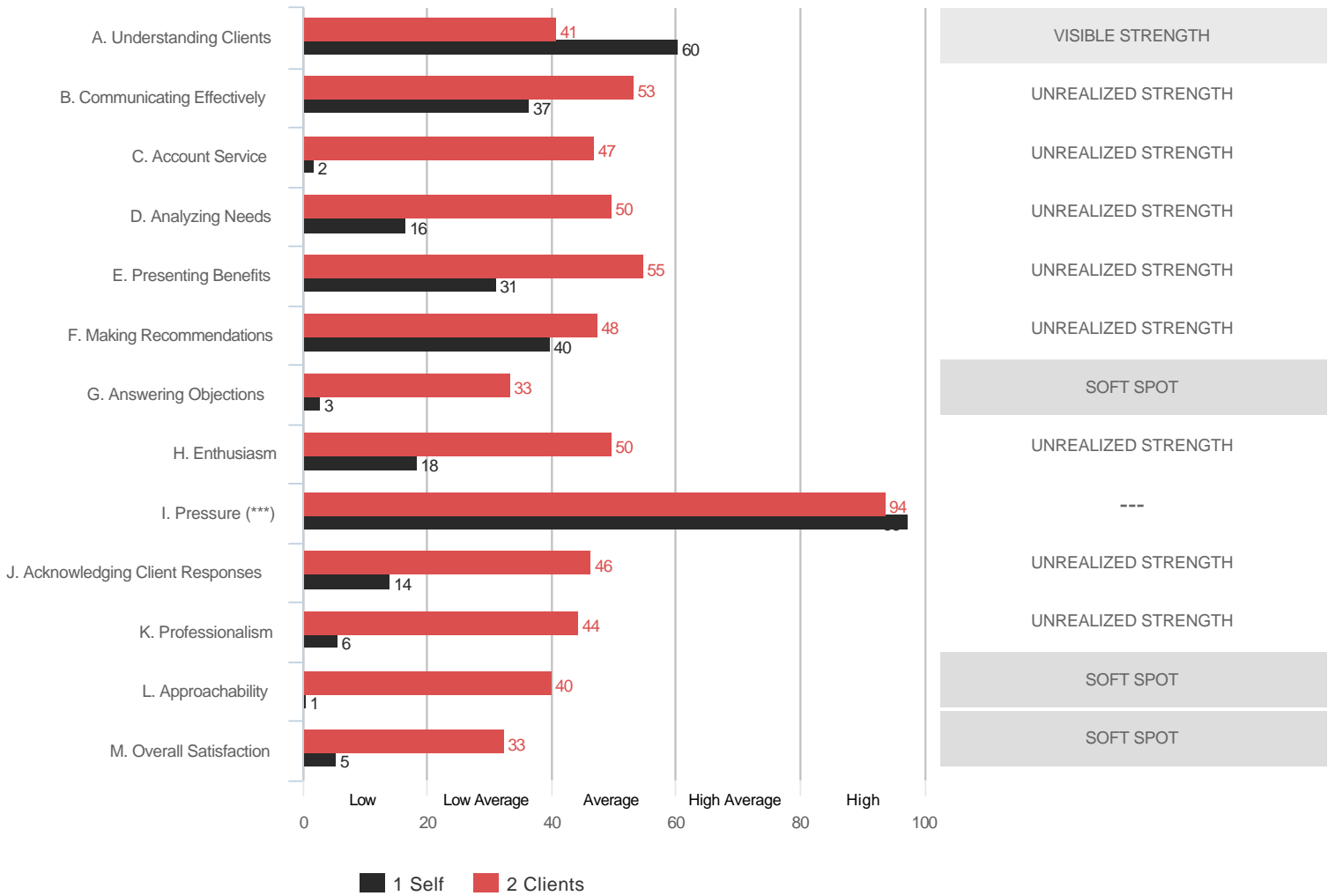
### 5 Highest Questions



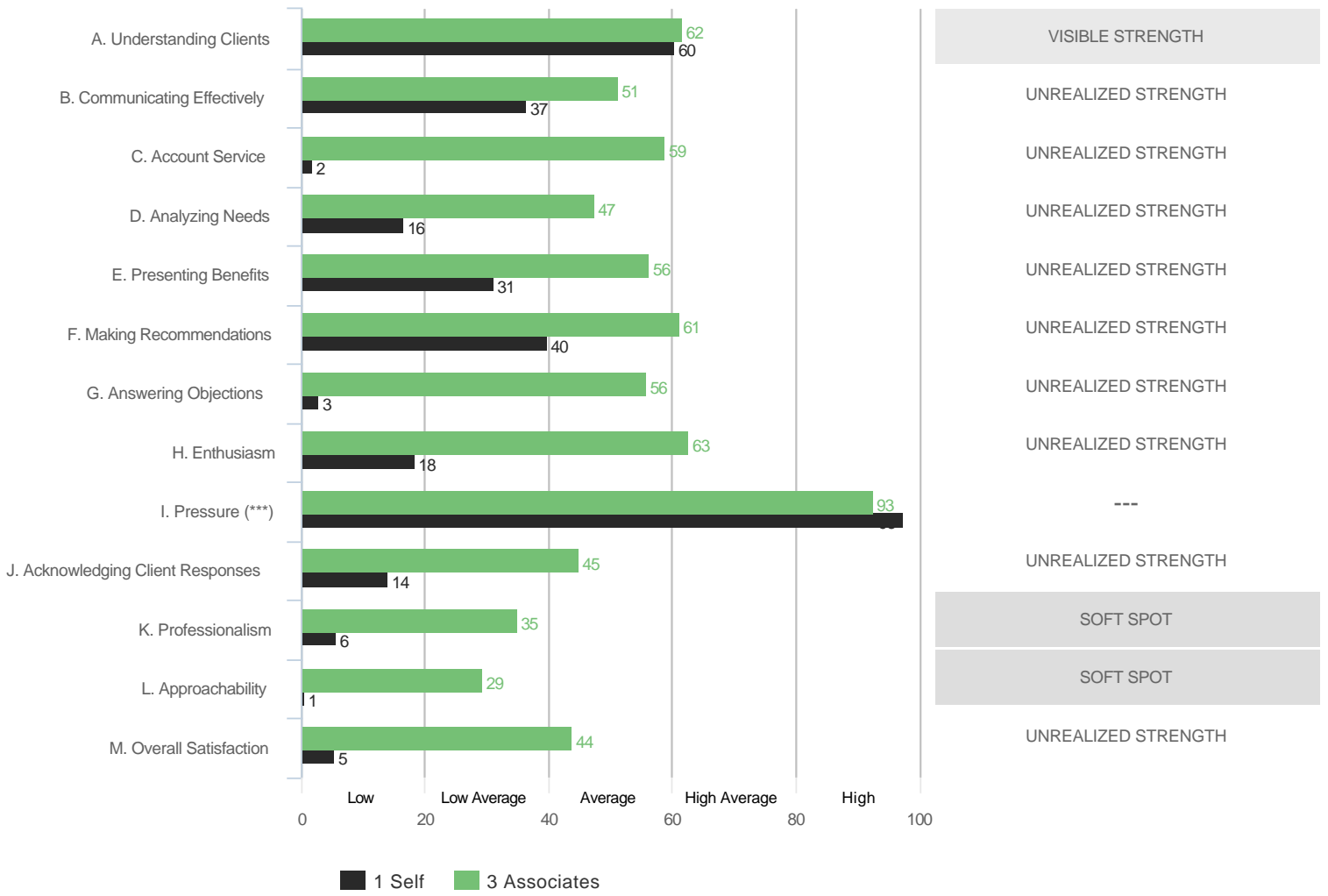
### 5 Lowest Questions

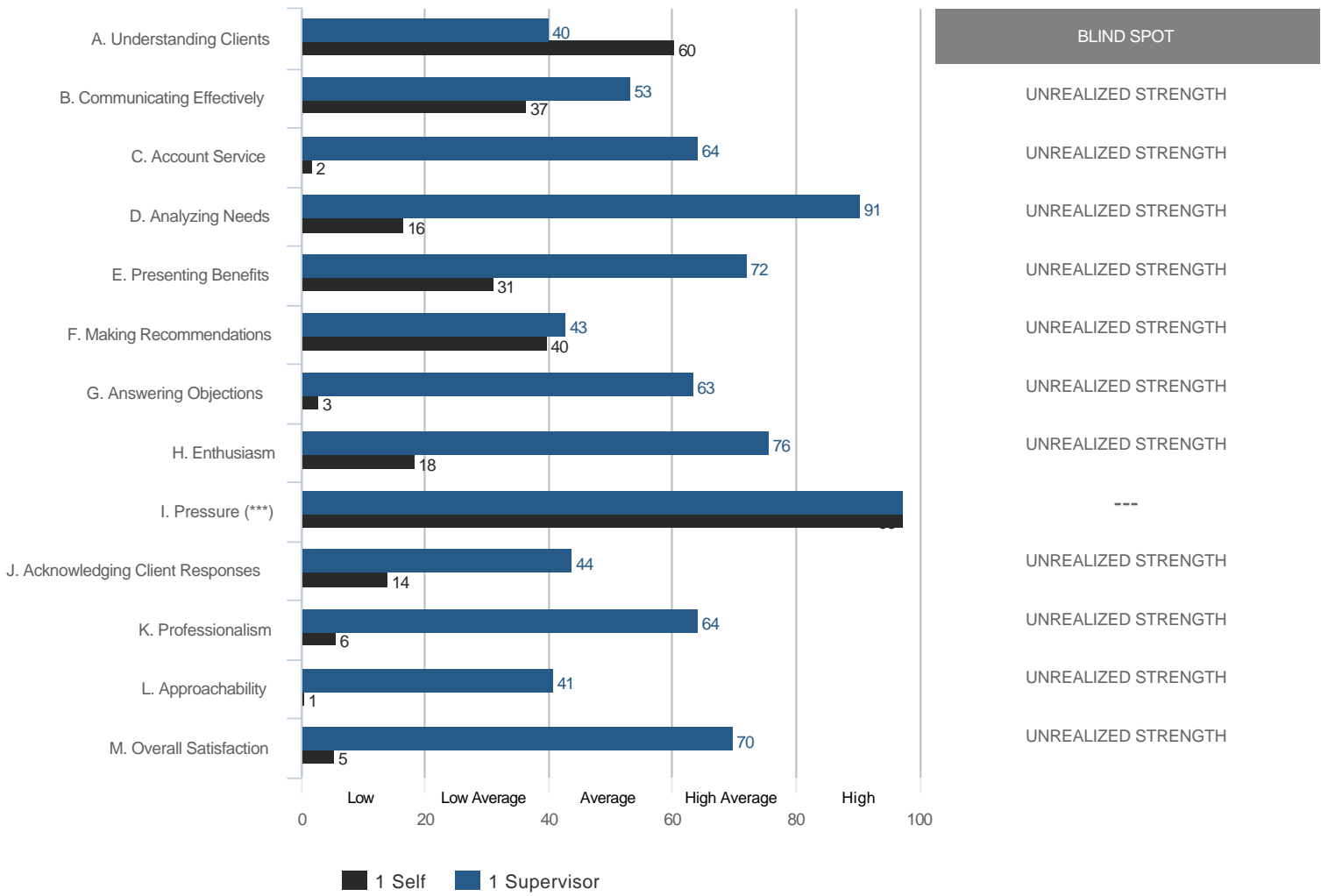


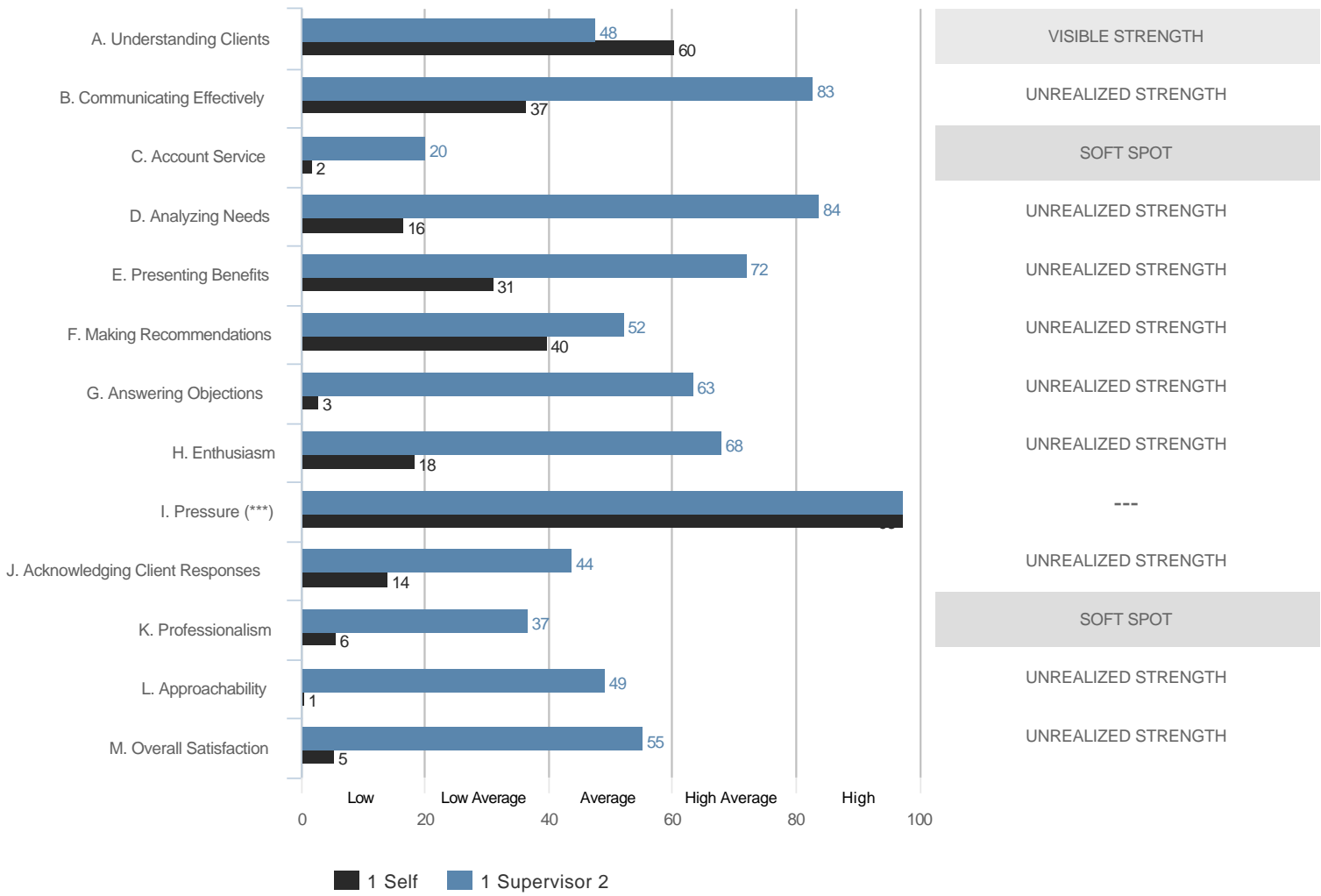
# Blind Spot Analysis

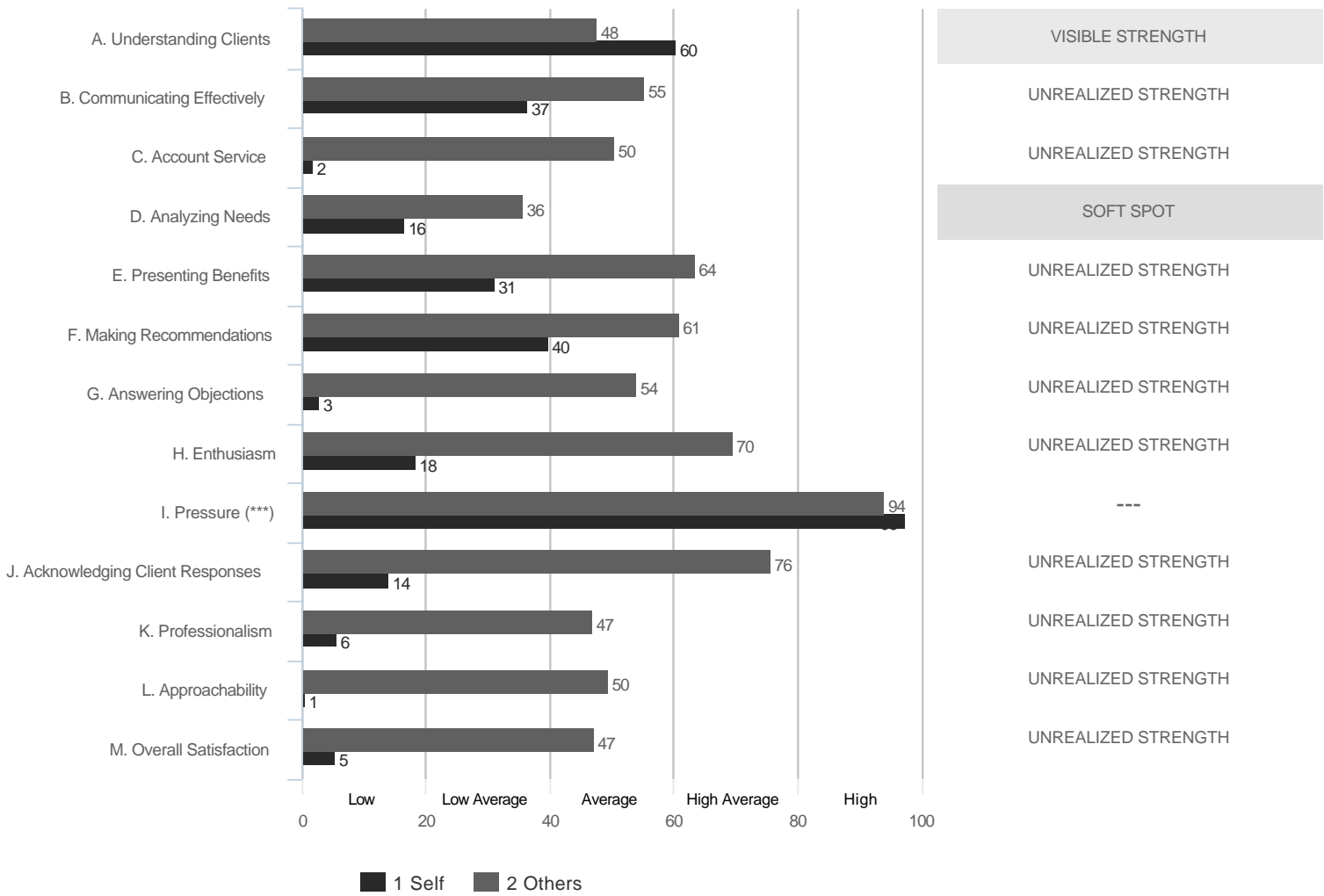


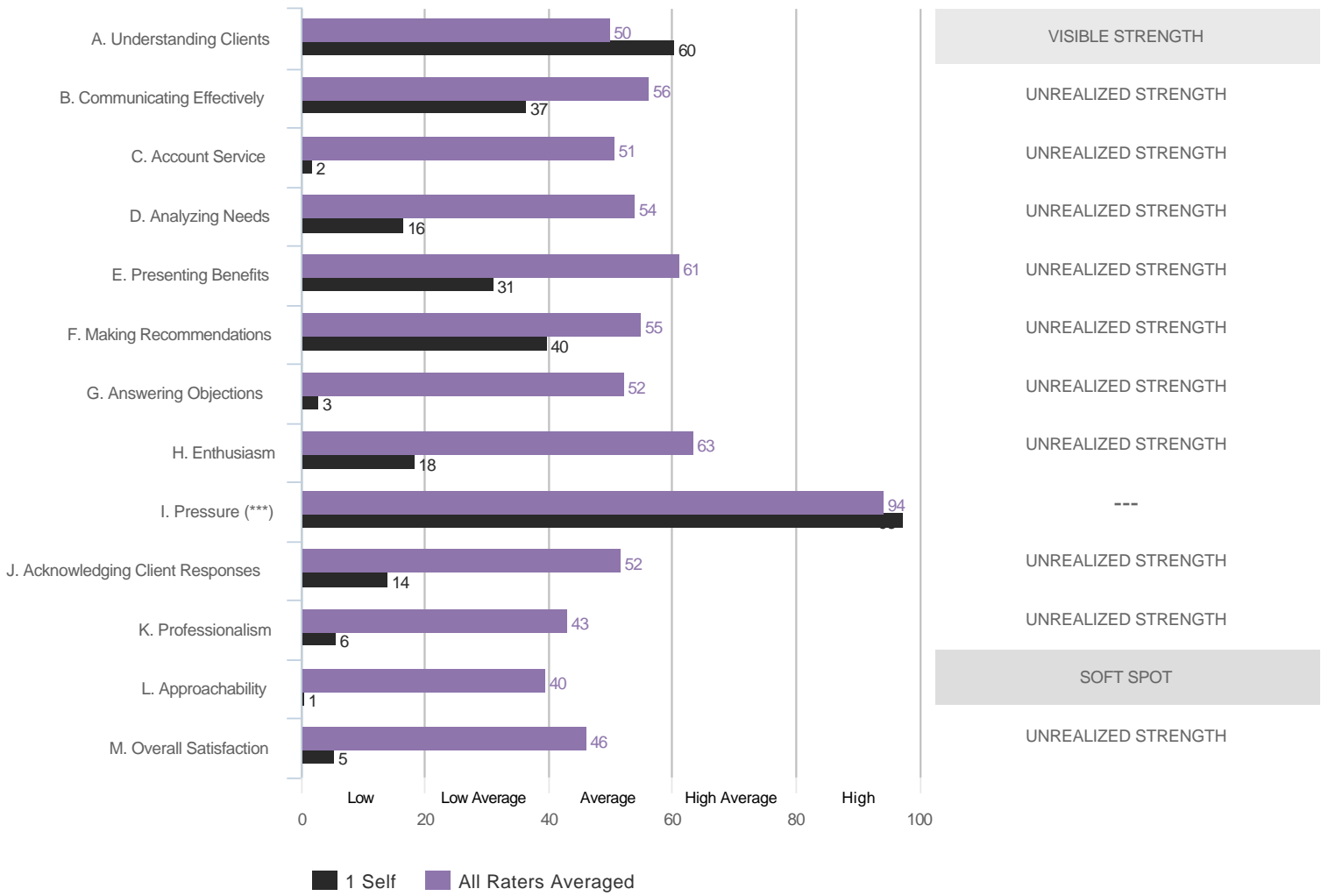




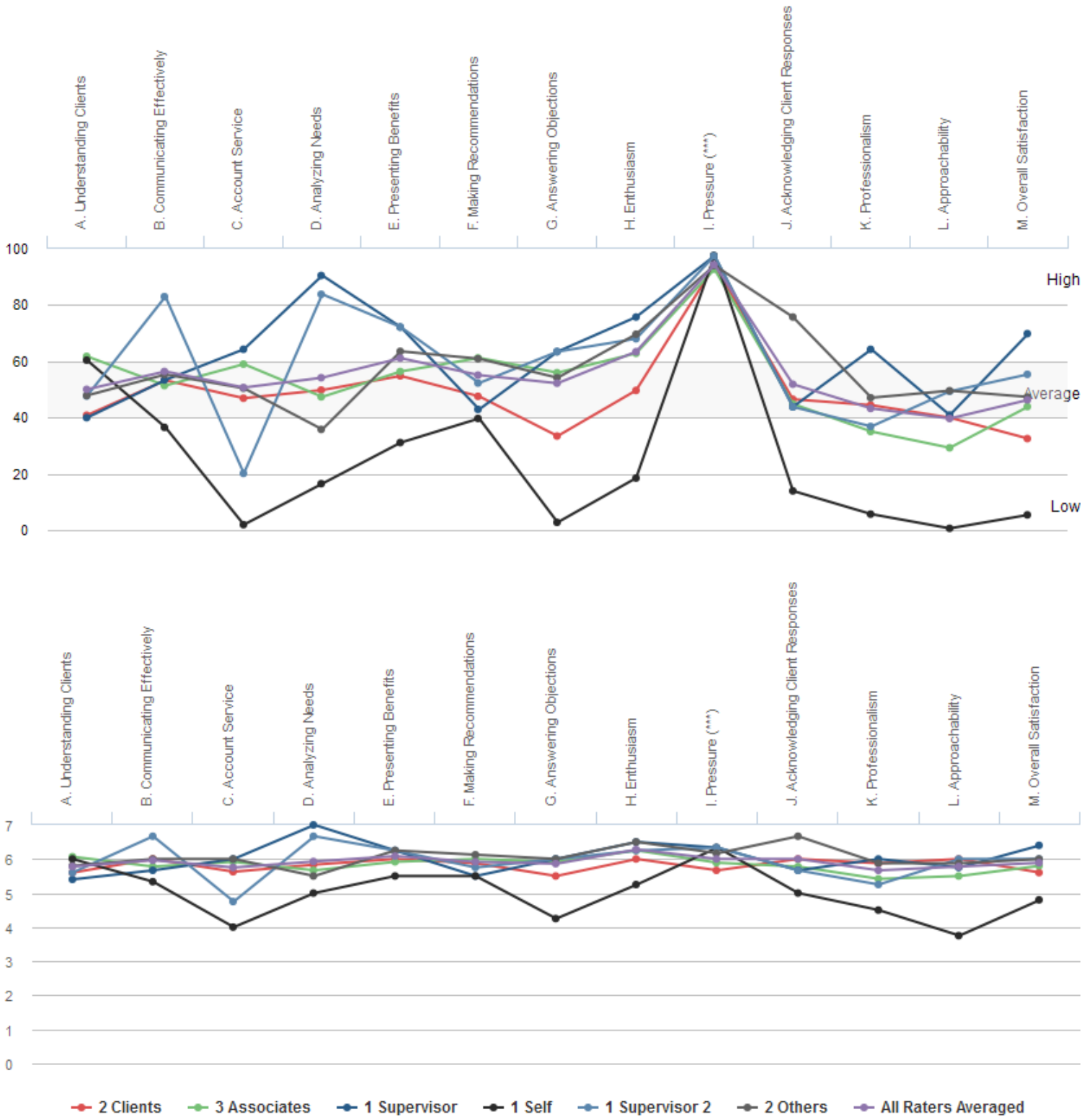








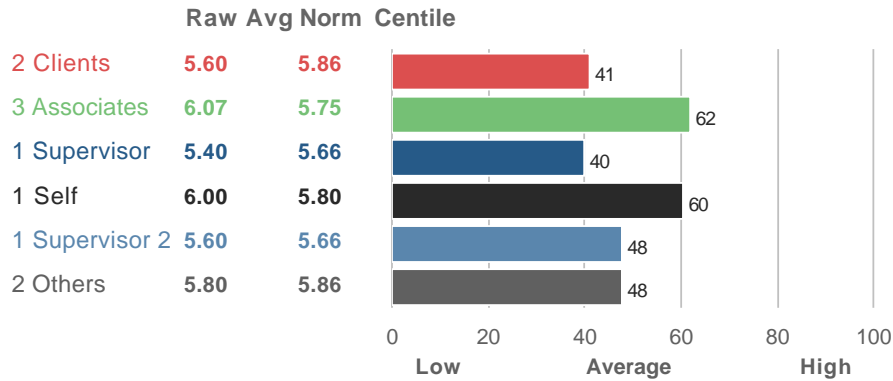
# Overall Scores



I. ESTABLISHING RAPPORT

# A. Understanding Clients

## Overall Scores



## Question Scores

7. Attempts to see things from the client's perspective

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.00	---	.	.	.	.	.	.	3	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	2	.

11. Makes an effort to comprehend the special nature of the client's business

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.33	0.58	.	.	.	.	.	.	2	1
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	1
6.00	---	.	.	.	.	.	.	1	.
4.50	0.71	.	.	.	.	1	1	.	.

21. Is knowledgeable about the mission and character of the client's business

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
6.33	1.15	.	.	.	.	.	1	.	2
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	1
5.00	---	.	.	.	.	.	1	.	.
6.50	0.71	.	.	.	.	.	.	1	1

39. Understands the client's way of thinking about their needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.00	---	.	.	.	.	.	2	.	.
6.00	---	.	.	.	.	.	.	3	.
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
5.00	---	.	.	.	.	.	1	.	.
6.00	---	.	.	.	.	.	.	2	.

42. Is a good listener

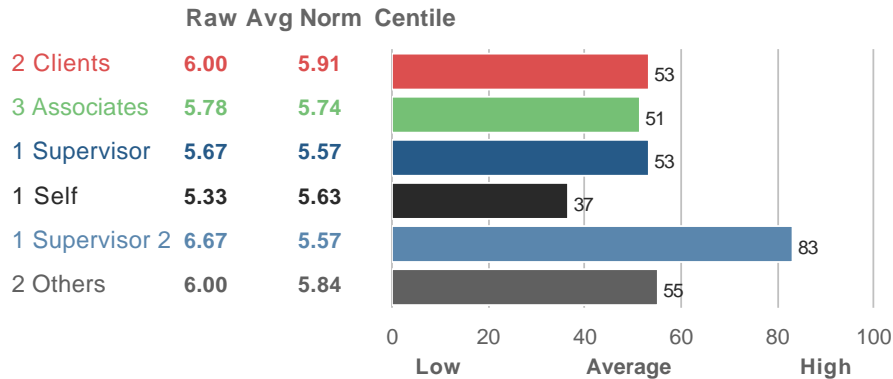
Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
5.67	0.58	.	.	.	.	.	1	2	.
5.00	---	.	.	.	.	.	1	.	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
6.00	1.41	.	.	.	.	.	1	.	1



I. ESTABLISHING RAPPORT

# B. Communicating Effectively

## Overall Scores



## Question Scores

22. Conveys technical information in a clear, straightforward way

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
6.00	1.00	.	.	.	.	.	1	1	1
5.00	---	.	.	.	.	.	1	.	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	2	.

23. Expresses his or her thoughts clearly, even when they involve complex ideas

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
5.67	1.15	.	.	.	.	.	2	.	1
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	1
6.50	0.71	.	.	.	.	.	.	1	1

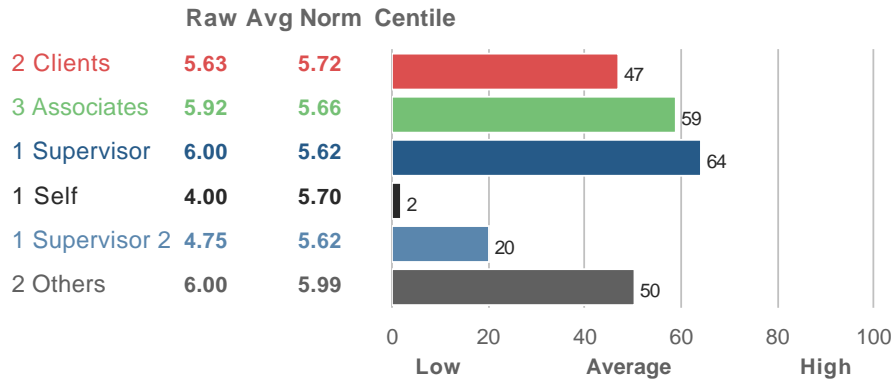
43. Communicates his or her ideas very clearly

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
5.67	1.15	.	.	.	.	.	2	.	1
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	1
5.50	0.71	.	.	.	.	.	1	1	.

I. ESTABLISHING RAPPORT

# C. Account Service

## Overall Scores



## Question Scores

15. Provides a service that fully meets client needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.33	0.58	.	.	.	.	.	.	2	1
5.00	---	.	.	.	.	.	1	.	.
3.00	---	.	.	.	1	.	.	.	.
4.00	---	.	.	.	.	1	.	.	.
6.00	1.41	.	.	.	.	.	1	.	1

25. Promptly passes along any information that might be of interest to clients

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
6.00	1.00	.	.	.	.	.	1	1	1
7.00	---	.	.	.	.	.	.	.	1
3.00	---	.	.	.	1	.	.	.	.
5.00	---	.	.	.	.	.	1	.	.
5.50	0.71	.	.	.	.	.	1	1	.

31. Informs clients about new products and technology

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.00	---	.	.	.	.	.	2	.	.
5.00	1.00	.	.	.	.	1	1	1	.
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	1
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	2

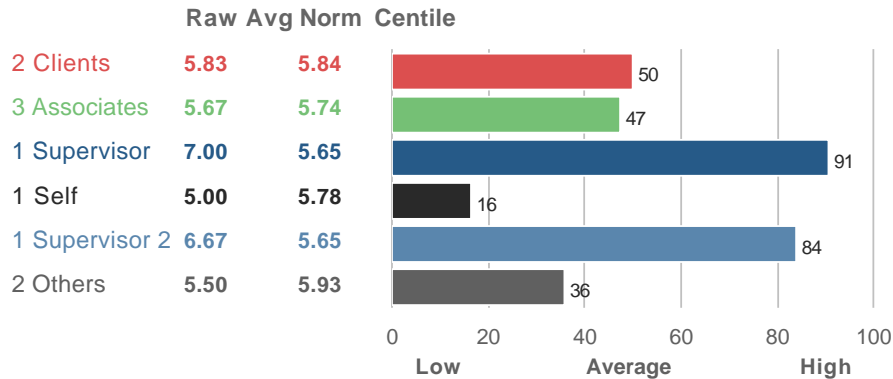
45. Keeps clients informed of changes that are important to them

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
6.33	1.15	.	.	.	.	.	1	.	2
7.00	---	.	.	.	.	.	.	.	1
3.00	---	.	.	.	1	.	.	.	.
5.00	---	.	.	.	.	.	1	.	.
5.50	0.71	.	.	.	.	.	1	1	.

II. IDENTIFYING CLIENT NEEDS

# D. Analyzing Needs

## Overall Scores



## Question Scores

10. Effectively helps clients analyze their requirements

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.50	0.71	.	.	.	.	.	.	1	1
6.33	0.58	.	.	.	.	.	.	2	1
7.00	---	.	.	.	.	.	.	.	1
3.00	---	.	.	.	1	.	.	.	.
7.00	---	.	.	.	.	.	.	.	1
5.50	0.71	.	.	.	.	.	1	1	.

13. Is very capable when it comes to analyzing client needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
5.67	1.53	.	.	.	.	1	.	1	1
7.00	---	.	.	.	.	.	.	.	1
5.00	---	.	.	.	.	.	1	.	.
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	2	.	.

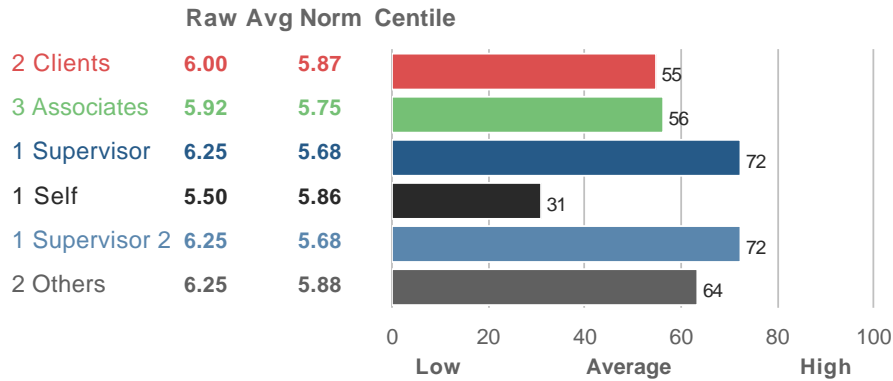
16. Asks intelligent questions to help clients identify their needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
5.00	1.00	.	.	.	.	1	1	1	.
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
6.00	1.41	.	.	.	.	.	1	.	1

III. RESPONDING TO NEEDS

# E. Presenting Benefits

## Overall Scores



## Question Scores

2. Makes recommendations that relate well to client needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.50	0.71	.	.	.	.	.	.	1	1
5.67	0.58	.	.	.	.	.	1	2	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
6.00	1.41	.	.	.	.	.	1	.	1

19. Focuses discussions on fitting the client's real requirements

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.00	1.00	.	.	.	.	.	1	1	1
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
6.00	---	.	.	.	.	.	.	1	.
7.00	---	.	.	.	.	.	.	.	2

26. Makes realistic proposals that meet important needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
5.33	0.58	.	.	.	.	.	2	1	.
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
5.00	---	.	.	.	.	.	2	.	.

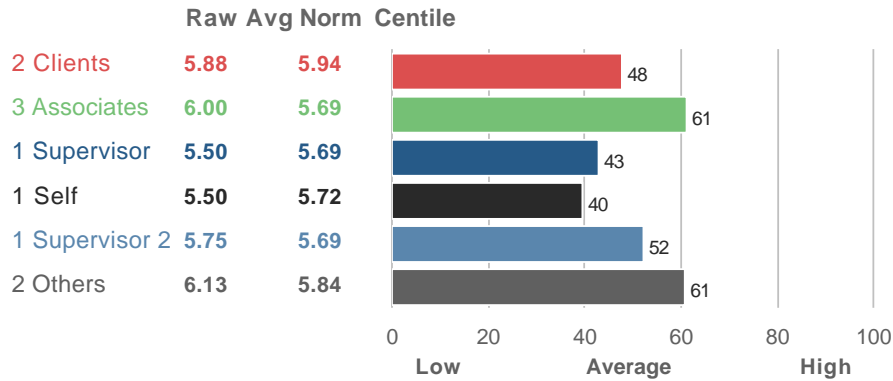
48. Is concerned about satisfying the client's needs when making a recommendation

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
6.67	0.58	.	.	.	.	.	.	1	2
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
6.00	---	.	.	.	.	.	.	1	.
7.00	---	.	.	.	.	.	.	.	2

IV. GAINING ACCEPTANCE

# F. Making Recommendations

## Overall Scores



## Question Scores

9. Asks for decisions from clients with tact and without pressuring them

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.00	1.00	.	.	.	.	.	1	1	1
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	2	.

32. Encourages clients to make up their minds in a diplomatic manner

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
5.67	0.58	.	.	.	.	.	1	2	.
5.00	---	.	.	.	.	.	1	.	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
6.50	0.71	.	.	.	.	.	.	1	1

38. Helps clients make a decision by consultation

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
6.67	0.58	.	.	.	.	.	.	1	2
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
6.00	---	.	.	.	.	.	.	1	.
6.50	0.71	.	.	.	.	.	.	1	1

41. Shows respect when making a recommendation

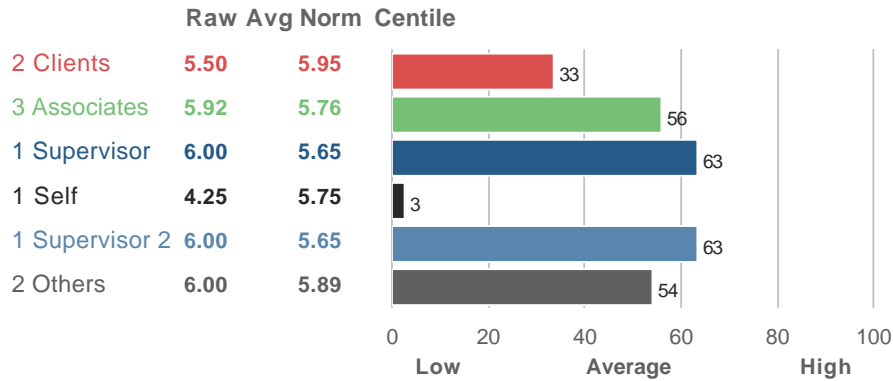
Raw Avg	SD	NA	1	2	3	4	5	6	7
<b>6.00</b>	<b>1.41</b>	.	.	.	.	.	1	.	1
<b>5.67</b>	<b>1.15</b>	.	.	.	.	.	2	.	1
<b>5.00</b>	---	.	.	.	.	.	1	.	.
<b>7.00</b>	---	.	.	.	.	.	.	.	1
<b>5.00</b>	---	.	.	.	.	.	1	.	.
<b>5.50</b>	<b>0.71</b>	.	.	.	.	.	1	1	.



IV. GAINING ACCEPTANCE

# G. Answering Objections

## Overall Scores



## Question Scores

3. Considers questions carefully and answers them fully

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.00	1.00	.	.	.	.	.	1	1	1
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	1
6.50	0.71	.	.	.	.	.	.	1	1

12. Answers concerns from clients logically and constructively

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.00	1.00	.	.	.	.	.	1	1	1
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
5.00	---	.	.	.	.	.	2	.	.

30. Treats questions or objections seriously

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
6.00	1.00	.	.	.	.	.	1	1	1
5.00	---	.	.	.	.	.	1	.	.
3.00	---	.	.	.	1	.	.	.	.
7.00	---	.	.	.	.	.	.	.	1
6.00	1.41	.	.	.	.	.	1	.	1

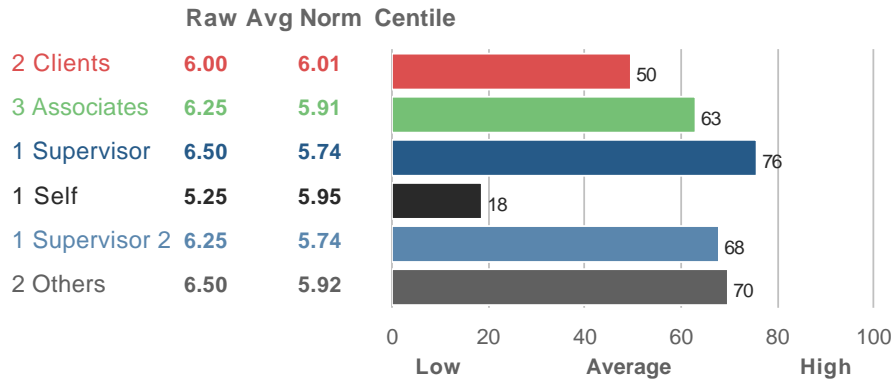
35. Responds thoughtfully to any objections that clients raise

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.00	---	.	.	.	.	.	2	.	.
5.67	1.53	.	.	.	.	1	.	1	1
7.00	---	.	.	.	.	.	.	.	1
3.00	---	.	.	.	1	.	.	.	.
5.00	---	.	.	.	.	.	1	.	.
6.50	0.71	.	.	.	.	.	.	1	1

V. DRIVE

# H. Enthusiasm

## Overall Scores



## Question Scores

4. Is enthusiastic about meeting client needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.50	0.71	.	.	.	.	.	.	1	1
5.67	0.58	.	.	.	.	.	1	2	.
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
6.00	---	.	.	.	.	.	.	1	.
7.00	---	.	.	.	.	.	.	.	2

6. Is a very energetic person; works with enthusiasm

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.50	0.71	.	.	.	.	.	.	1	1
6.33	1.15	.	.	.	.	.	1	.	2
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
6.50	0.71	.	.	.	.	.	.	1	1

37. Is highly motivated to get things done on time

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.00	---	.	.	.	.	.	2	.	.
6.33	0.58	.	.	.	.	.	.	2	1
7.00	---	.	.	.	.	.	.	.	1
6.00	---	.	.	.	.	.	.	1	.
7.00	---	.	.	.	.	.	.	.	1
6.00	---	.	.	.	.	.	.	2	.

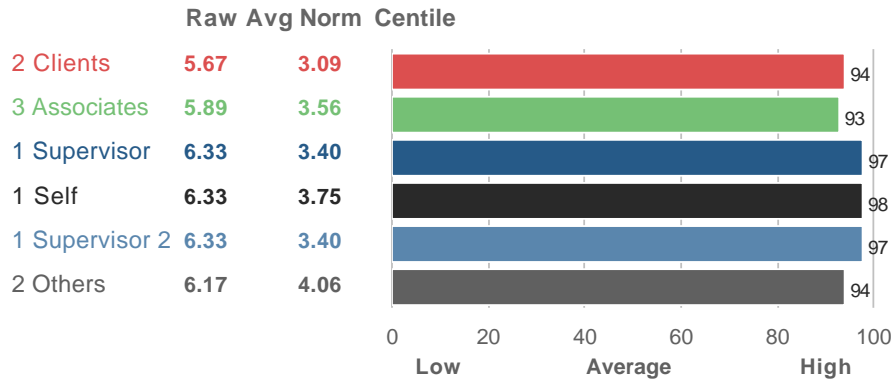
49. Is highly motivated to do good work

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
6.67	0.58	.	.	.	.	.	.	1	2
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
5.00	---	.	.	.	.	.	1	.	.
6.50	0.71	.	.	.	.	.	.	1	1

V. DRIVE

# I. Pressure (\*\*\*)

## Overall Scores



## Question Scores

1. Is aggressive in urging clients to accept a recommendation

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
5.33	0.58	.	.	.	.	.	2	1	.
6.00	---	.	.	.	.	.	.	1	.
7.00	---	.	.	.	.	.	.	.	1
5.00	---	.	.	.	.	.	1	.	.
6.50	0.71	.	.	.	.	.	.	1	1

18. Pressures clients to accept his or her suggestions

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.33	0.58	.	.	.	.	.	.	2	1
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	1
6.50	0.71	.	.	.	.	.	.	1	1

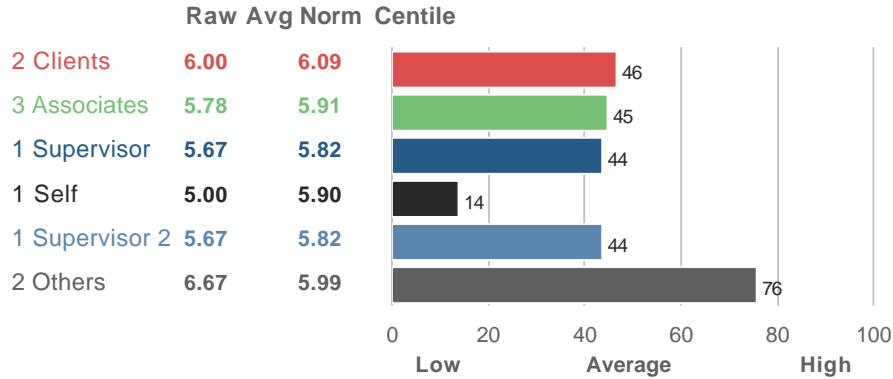
36. Encourages clients to make a decision

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
6.00	1.00	.	.	.	.	.	1	1	1
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
5.50	0.71	.	.	.	.	.	1	1	.

VI. ACKNOWLEDGMENT

# J. Acknowledging Client Responses

## Overall Scores



## Question Scores

8. Expresses appreciation for clients' positive responses

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.50	0.71	.	.	.	.	.	.	1	1
5.67	1.15	.	.	.	.	.	2	.	1
5.00	---	.	.	.	.	.	1	.	.
5.00	---	.	.	.	.	.	1	.	.
5.00	---	.	.	.	.	.	1	.	.
6.50	0.71	.	.	.	.	.	.	1	1

20. Acknowledges with pleasure the opportunity to discuss client needs

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
5.67	1.53	.	.	.	.	1	.	1	1
5.00	---	.	.	.	.	.	1	.	.
3.00	---	.	.	.	1	.	.	.	.
5.00	---	.	.	.	.	.	1	.	.
6.50	0.71	.	.	.	.	.	.	1	1

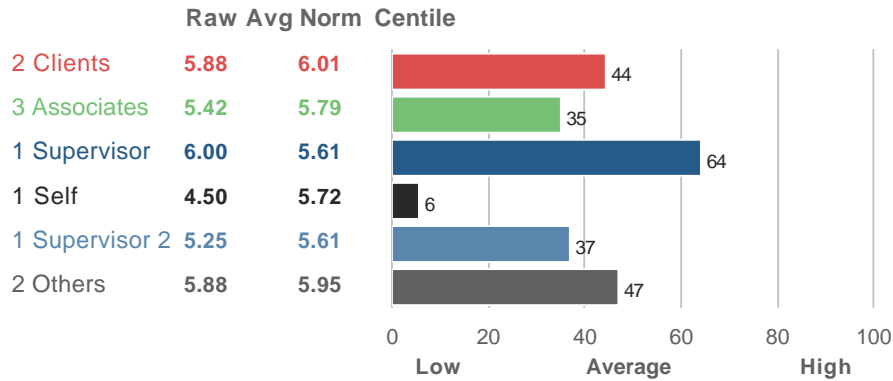
46. Expresses appreciation for clients' willingness to listen to recommendations

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
6.00	1.00	.	.	.	.	.	1	1	1
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	1
7.00	---	.	.	.	.	.	.	.	2

OUTCOMES

# K. Professionalism

## Overall Scores



## Question Scores

17. Keeps conversations focused

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
5.67	0.58	.	.	.	.	.	1	2	.
7.00	---	.	.	.	.	.	.	.	1
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
6.00	1.41	.	.	.	.	.	1	.	1

28. Conducts meetings in a professional manner

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
4.67	0.58	.	.	.	.	1	2	.	.
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
5.00	---	.	.	.	.	.	1	.	.
6.00	1.41	.	.	.	.	.	1	.	1

29. Treats clients professionally

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
5.33	0.58	.	.	.	.	.	2	1	.
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
6.00	---	.	.	.	.	.	.	1	.
5.50	0.71	.	.	.	.	.	1	1	.

50. Sticks to the agenda during meetings

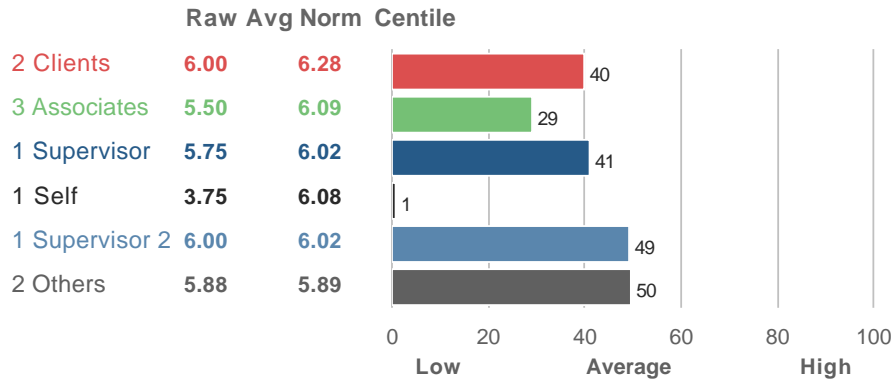
Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
6.00	1.00	.	.	.	.	.	1	1	1
5.00	---	.	.	.	.	.	1	.	.
3.00	---	.	.	.	1	.	.	.	.
4.00	---	.	.	.	.	1	.	.	.
6.00	1.41	.	.	.	.	.	1	.	1



OUTCOMES

# L. Approachability

## Overall Scores



## Question Scores

24. Is a pleasant, approachable person

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
5.33	0.58	.	.	.	.	.	2	1	.
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	2	.

34. Is personable and easy to talk to

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
5.67	0.58	.	.	.	.	.	1	2	.
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
6.00	---	.	.	.	.	.	.	1	.
7.00	---	.	.	.	.	.	.	.	2

40. Is a very friendly individual

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
5.33	0.58	.	.	.	.	.	2	1	.
5.00	---	.	.	.	.	.	1	.	.
3.00	---	.	.	.	1	.	.	.	.
6.00	---	.	.	.	.	.	.	1	.
5.50	0.71	.	.	.	.	.	1	1	.

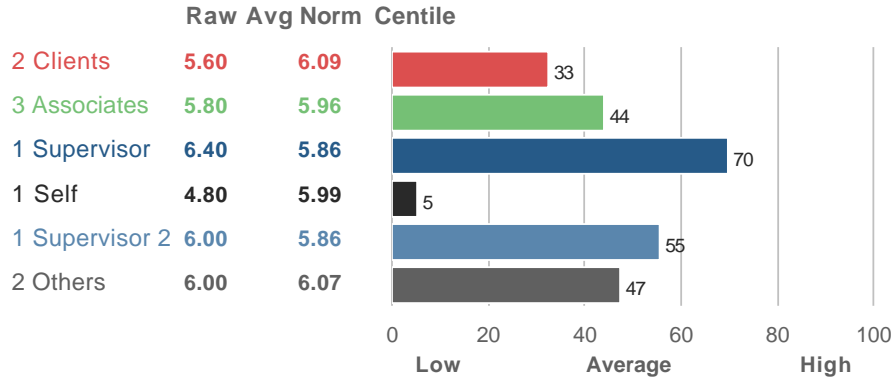
44. Is warm and authentic with people

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	---	.	.	.	.	.	.	2	.
5.67	0.58	.	.	.	.	.	1	2	.
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	2	.	.

OUTCOMES

# M. Overall Satisfaction

## Overall Scores



## Question Scores

5. Dealing with him or her is a very favorable experience

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
5.33	0.58	.	.	.	.	.	2	1	.
6.00	---	.	.	.	.	.	.	1	.
3.00	---	.	.	.	1	.	.	.	.
5.00	---	.	.	.	.	.	1	.	.
6.50	0.71	.	.	.	.	.	.	1	1

14. Is trustworthy in business dealings

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.50	0.71	.	.	.	.	.	1	1	.
6.00	1.00	.	.	.	.	.	1	1	1
6.00	---	.	.	.	.	.	.	1	.
4.00	---	.	.	.	.	1	.	.	.
5.00	---	.	.	.	.	.	1	.	.
5.50	0.71	.	.	.	.	.	1	1	.

27. Satisfies clients with high quality solutions and services

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
5.00	---	.	.	.	.	.	3	.	.
7.00	---	.	.	.	.	.	.	.	1
6.00	---	.	.	.	.	.	.	1	.
6.00	---	.	.	.	.	.	.	1	.
5.50	0.71	.	.	.	.	.	1	1	.

33. Maintains a good working relationship with clients

Raw Avg	SD	NA	1	2	3	4	5	6	7
5.00	---	.	.	.	.	.	2	.	.
6.33	0.58	.	.	.	.	.	.	2	1
6.00	---	.	.	.	.	.	.	1	.
5.00	---	.	.	.	.	.	1	.	.
7.00	---	.	.	.	.	.	.	.	1
6.00	1.41	.	.	.	.	.	1	.	1

47. Works to create highly satisfied clients

Raw Avg	SD	NA	1	2	3	4	5	6	7
6.00	1.41	.	.	.	.	.	1	.	1
6.33	0.58	.	.	.	.	.	.	2	1
7.00	---	.	.	.	.	.	.	.	1
6.00	---	.	.	.	.	.	.	1	.
7.00	---	.	.	.	.	.	.	.	1
6.50	0.71	.	.	.	.	.	.	1	1

# Comments

What does this person do that should be continued?

## 2 Clients

- Client3 - comment 2
- Client1 - comment 2

## 3 Associates

- Associates2 - comment 2
- Associates3 - comment 2
- Associates1 - comment 2

## 1 Supervisor

- Supervisor - comment 2

## 1 Self

- Self - comment 2

## 1 Supervisor 2

- Supv2 - comment 2

## 2 Others

- Others1 - comment 2
- Others2 - comment 2

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

### 2 Clients

- Client1 - comment 3
- Client3 - comment 3

### 3 Associates

- Associates3 - comment 3
- Associates1 - comment 3
- Associates2 - comment 3

### 1 Supervisor

- Supervisor - comment 3

### 1 Self

- Self - comment 3

### 1 Supervisor 2

- Supv2 - comment 3

### 2 Others

- Others2 - comment 3
- Others1 - comment 3

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

### 2 Clients

- Client1 - comment 1
- Client3 - comment 1

### 3 Associates

- Associates3 - comment 1
- Associates1 - comment 1
- Associates2 - comment 1

### 1 Supervisor

- Supervisor - comment 1

### 1 Self

- Self - comment 1

### 1 Supervisor 2

- Supv2 - comment 1

### 2 Others

- Others1 - comment 1
- Others2 - comment 1

# Development Plan Template



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

Development Item

Development Action

**What action are you going to take?**

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

**What resources do you need?**

**Complete action by**