



Interpersonal360sm

INDIVIDUAL ASSESSMENT

Never has so much been asked of employees.

Employees with effective interpersonal skills represent a significant driver of employee engagement. Engaged employees are passionate, energetic and driven employees who will deliver better service to the customer and, therefore, better results to the company's bottom line.

TRACOM Does It Best:

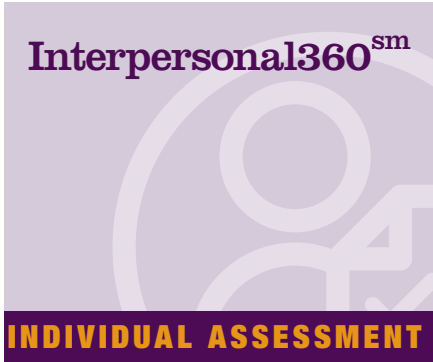
The Interpersonal360 has proven itself with outstanding reviews from participants and making a real impact in organizations. Participants have found the assessment easy to understand and use. As one participant stated "Without the data from those I work with on the project team, I wouldn't be aware of the things I needed to address. Given the results, I was clear what I need to change."

The Interpersonal360 is a model for effective interaction, using eight dimensions of behavior for improving impact on others. Although the conditions for effective interaction are fairly easily understood, being able to implement these competencies is extremely difficult and no individual is outstanding in all eight dimensions. The key for interpersonal effectiveness is to accurately assess strengths and weaknesses, and then continue to employ the strengths, further develop weaknesses, and value complementary strengths in others. Seriously evaluating the input of others ensures a more balanced approach to interactions. By developing and balancing these interpersonal competencies, individuals can create an environment where working with others is personally gratifying, and relationships are more effective, productive, and satisfying.

Benefits of the Interpersonal360:

- Participants receive targeted information on their strengths and improvement areas, using a simple, yet powerful model for interpersonal effectiveness
- The Interpersonal360 assessment is administered effortlessly online with rater selection, correspondence and tracking rater completion
- Easy-to-understand reports are delivered in PDF format allowing participants to quickly ascertain strengths and improvement areas
- An action planning guide allows participants to turn insights into action, ensuring maximum value for the organization and the individual

Performance Consulting Division



Interpersonal360sm

The basic premise for the model is that interpersonal effectiveness results in the development of intimate relationships with others. Intimacy means trust, willingness to accept feedback, and genuine concern for the other person. As demonstrated in the model, Intimacy requires that you understand the other person's needs, regulate your own behavior, and encourage engagement.



Audience

Leaders, Individual Contributors

Process

Planning

Rater Selection

Survey Administration

Reporting

Analysis & Action Planning

Items & Scale

40 items using a 5-point scale

Potential Raters

Self, Manager, Peers, Direct/
Functional Reports, Others

Dimensions:

Conflict Management/Negotiation captures the individual's ability to deal with disagreement.

Communication addresses the individual's ability to express his/her own thoughts in an effective way.

Optimism is the ability to maintain a positive outlook in negative or frustrating situations.

Conscientiousness captures the responsibility and reliability of an individual.

Building Relationships addresses the individual's attitude toward creating relationships with other people.

Active Listening summarizes good listening skills.

Empathy refers to an individual's sensitivity toward others.

Stress Management is the ability to function well under stressful conditions.

For More Information:

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Solving Business Challenges Through:

- | Leadership Development
- | Individual Performance
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- | Employee Engagement