

Alaskan Core Competencies

360 Degree Feedback



Agency Name _____ Employee Name _____

Job Title _____ Program or Department _____

Person Completing Form _____

Relationship to Employee: ☐ Client ☐ Co-worker ☐ Family member ☐ Secondary supervisor

☐ Other (specify) _____ Date Completed: ____ / ____ / ____

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Instructions

Direct care workers providing health and social services should have the basic skills that have been identified as the *Alaskan Core Competencies*. Many individuals observe employees working and can offer valuable opinions about (a) how well employees are doing their jobs and (b) how they could do their jobs better. This *360 Degree Feedback* form asks for those opinions. The name “360 Degree” refers to getting feedback from those “all around” employees, including clients, family members, co-workers, and those supervisors who do not complete the employee’s *Performance Review*. **The feedback obtained using this form should be helpful and constructive.** Good feedback allows employees to better understand how others view their work, helps supervisors identify skills on which employees need additional training, and can be considered by supervisors as they complete *Performance Reviews*.

Here are the steps for using this form: **Step 1:** An employee’s supervisor should draw a line through any of the competencies listed below that are not expected of the employee. **Step 2:** The supervisor selects a number of people who have worked with or observed the employee, provides them with the form, and reviews it with them to make sure they understand the questions being asked and how to answer. **Step 3:** The person completing the form rates the employee on each of the 10 categories that have not been crossed out, should provide comments and examples about the employee’s skills, and can add general comments and other examples at the end of the document. Check “Not observed” if the person completing the form doesn’t have information about the employee’s ability on a specific competency. **Step 4:** The person filling out this form checks whether they are willing to have the supervisor share the completed form with the employee. **Step 5:** The supervisor reviews all 360 Degree forms completed and gives general feedback to the worker, without sharing specific ratings and comments from individuals unless those individuals gave permission for their form to be shared. **Step 6:** The forms should be placed in the employee’s personnel file and used to help complete *Skill Building Plans* and *Performance Reviews*.

If the individuals asked to complete this form find the competencies or rating system too confusing, they can simply write all of their feedback and examples in the “Other Comments” section.

Feedback

Competency Category 1: Working with Others

Examples: listens and communicates effectively; collaborates; builds positive relationships.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 2: Assessing Strengths and Needs

Examples: gathers information; assists individuals and families in identifying their values, goals, strengths, and problems; communicates the results of assessments clearly; detects warning signs of worsening problems.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 3: Planning Services

Examples: identifies recommended goals and services; supports individuals and families in making decisions about their care.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 4: Providing Services

Examples: provides emotional or physical support; problem solving; helps maintain safety; teaches or trains; provides crisis intervention; conducts group.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 5: Linking to Resources

Examples: identifies resources that may help individuals and families; supports their decision-making about which resources to use and helps connect them to those resources.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 6: Advocating

Examples: advocates for individuals and families; helps them advocate for themselves.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 7: Individualizing Care

Examples: understands the unique characteristics of individuals and families and adjusts services to meet their needs; changes services based on individual and family feedback.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 8: Documenting

Example: completes required documentation accurately.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 9: Behaving Professionally and Ethically

Examples: fulfills responsibilities; complies with laws, regulations, policies, and ethical codes; seeks supervision.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency Category 10: Developing Professionally

Examples: improves his or her knowledge, skills, and abilities; uses feedback to improve his or her performance.

Comments & Examples:

Exceptional	Satisfactory	Needs Improvement	Not Observed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Comments & Examples (provide additional feedback here):

This completed form can be shared directly with the employee.

☐ Yes ☐ No

Signatures:

	Signature	Date
Person completing the form		
Supervisor: I have reviewed this form		