

360 Degree Feedback Form - Reviewer

This form is to provide 360 degree feedback to **the [admin/fiscal/clinical] reviewer** on areas critical to their success as technical assistants to **[grantees]** on behalf of the **[grantor]**.

This form will be filled by the CLASS team members and leader (including self-review) who were in **[country name]** for the trip ending **[dates]**. It is important that you provide thoughtful and candid feedback **supported by specific examples**.

This feedback is anonymous and is automatically summarized. The program manager will share this summary with the **[specific position within grantor organization]** as needed for purposes of individual reviewer/ leader/officer development.

Question 1.

What is your role in CLASS?

Required.

| | |
|-----------------------|-----------------------------------|
| <input type="radio"/> | [Grantor] member |
| <input type="radio"/> | Team leader |
| <input type="radio"/> | Team member (and NOT team leader) |
| <input type="radio"/> | Other: <input type="text"/> |

Question 2.

What is the name of the **[admin/fiscal/clinical]** reviewer for your group? If you are the **[admin/fiscal/clinical]** reviewer, please add (Self) after your name.

Required. Limit response to 150 characters.

Question 3.

How many days did you interact with the **[admin/fiscal/clinical]** reviewer? If you are the **[admin/fiscal/clinical]** reviewer, please choose 'everyday.'

Required.

| | |
|-----------------------|---|
| <input type="radio"/> | Everyday |
| <input type="radio"/> | Half or more days of their visit |
| <input type="radio"/> | More than a quarter but less than half of their visit |
| <input type="radio"/> | Less than a quarter of their visit |

| | |
|-----------------------|---|
| <input type="radio"/> | Other: <input style="width: 200px; height: 20px;" type="text"/> |
|-----------------------|---|

Question 4.

Overall, how would you evaluate the performance of the [admin/fiscal/clinical] reviewer?

Required.

| | |
|-----------------------|-------------|
| <input type="radio"/> | Outstanding |
| <input type="radio"/> | Excellent |
| <input type="radio"/> | Good |
| <input type="radio"/> | Average |
| <input type="radio"/> | Poor |
| <input type="radio"/> | Don't know |

COMPETENCY DOMAIN I: LOCAL CONTEXT

Competency: *Demonstrates sound understanding of the cultural, social, economic and political environments within which the [international and local grantors/grantees/clinical sites] operate.*

Question 5.

How strong is the [admin/fiscal/clinical] reviewer on each of the following attributes?:

Required.

| | Strong | Proficient | Needs Development | Not Applicable | Don't Know |
|--|--------|------------|-------------------|----------------|------------|
| Reads pre-assessment materials | | | | | |
| Identifies gaps in information needed to understand the local context. | | | | | |
| Takes steps to acquire necessary information to address the gaps. | | | | | |
| Networks to validate resulting analysis of partner/country context. | | | | | |

Question 6.

Additional Comments:

Limit response to 300 characters.



300 characters remaining

COMPETENCY DOMAIN II: ACCOUNTABILITY

Competency: *Is accountable to client (i.e. contracting agency and team) for the services rendered.*

Question 7.

How strong is the [admin/fiscal/clinical] reviewer on each of the following attributes?:

Required.

| | Strong | Proficient | Needs Development | Not Applicable | Don't Know |
|---|--------|------------|-------------------|----------------|------------|
| Checks that own understanding of role and responsibilities correspond and are acceptable to client. | | | | | |
| Establishes and maintains appropriate accountability (including financial) and reporting systems with client. | | | | | |
| Recognizes situations that are unsafe and identifies the actions needed to rectify them. | | | | | |
| Demonstrates accountability for one's own decisions and accepts responsibility for one's own professional judgments, recommendations and services provided. | | | | | |

Question 8.

Additional Comments:

Limit response to 300 characters.

300 characters remaining

COMPETENCY DOMAIN III: ETHICAL & LEGAL PRACTICE

Competency: *Understands and works within ethical and legal parameters in all interactions with, and on behalf of, [contracting agency].*

Question 9.

How strong is the [admin/fiscal/clinical] reviewer on each of the following attributes?:

Required.

| | Strong | Proficient | Needs Development | Not Applicable | Don't Know |
|---|--------|------------|-------------------|----------------|------------|
| Provides services in a manner consistent with the laws and regulations governing professional behavior and practice in one's home country and the assessment country. | | | | | |
| Provides advice and guidance that respect local laws, regulations, policies, standards and guidelines and his/her own ethical obligations. | | | | | |
| Is sensitive to the client's culture, traditions and patterns of decision-making. | | | | | |
| Deals with others in an open and honest manner. | | | | | |

Question 10.

Additional Comments:

Limit response to 300 characters.

300 characters remaining

COMPETENCY DOMAIN IV: SERVICE PROVISION

Competency: *Renders services that reflect partners (international and local grantors, grantees, and clinical sites) need and capacity.*

Question 11.

How strong is the [admin/fiscal/clinical] reviewer on each of the following attributes?:

Required.

| | Strong | Proficient | Needs Development | Not Applicable | Don't Know |
|---|--------|------------|-------------------|----------------|------------|
| Facilitates inclusion of all key people in planning and assessment activities. | | | | | |
| Uses and develops where necessary appropriate assessment tools. | | | | | |
| Completes and reports on all applicable sections of the CLASS tool. | | | | | |
| Conducts interviews with the appropriate staff. | | | | | |
| Demonstrates well developed problem-solving, critical thinking and strategic planning skills. | | | | | |
| Works to empower partners to act in an informed and skilled way on own behalf. | | | | | |

| | Strong | Proficient | Needs Development | Not Applicable | Don't Know |
|---|--------|------------|-------------------|----------------|------------|
| Refers [grantors]/partners to appropriate agencies, organizations or people when services beyond one's abilities are requested or required. | | | | | |

Question 12.

Additional Comments:

Limit response to 300 characters.

300 characters remaining

COMPETENCY DOMAIN V: COMMUNICATION

Competency: *Communicates effectively and builds positive relationships with and on behalf of the client*

Question 13.

How strong is the [admin/fiscal/clinical] reviewer on each of the following attributes?:

Required.

| | Strong | Proficient | Needs Development | Not Applicable | Don't Know |
|--|--------|------------|-------------------|----------------|------------|
| Builds and maintains working relationships with sensitivity and respect for diversity. | | | | | |
| Asks questions that facilitate successful gathering of information from site staff. | | | | | |
| Interacts with local partner staff in a manner that encourages sharing of information. | | | | | |

| | Strong | Proficient | Needs Development | Not Applicable | Don't Know |
|--|--------|------------|-------------------|----------------|------------|
| Holds a non-judgmental, respectful perspective when confronted with disparate points of view, customs or ways of doing things | | | | | |
| Engages self and client in exploring alternative ideas and solutions and generates, analyzes and evaluates options. | | | | | |
| Recognizes, assesses and manages interpersonal conflict and acts to prevent or resolve it using a range of communication skills. | | | | | |
| Delivers findings and recommendations in a clear and concise manner. | | | | | |
| Provides technical assistance, when appropriate, to staff during the assessment. | | | | | |

Question 14.

Additional Comments:

Limit response to 300 characters.

300 characters remaining

COMPETENCY DOMAIN VI: REPORT WRITING

Competency: *Writes clearly and cogently, in line with findings shared during the visit*

Question 15.

How strong is the [admin/fiscal/clinical] reviewer on each of the following attributes?:

Required.

| | Strong | Proficient | Needs Development | Not Applicable | Don't Know |
|---|--------|------------|-------------------|----------------|------------|
| Submits report in the required format | | | | | |
| Submits report within the required timeframes | | | | | |
| Provides sufficient detail to support the findings and recommendations in the report | | | | | |
| Includes only those findings or recommendations that were shared at the exit conferences (no surprises) | | | | | |
| Writes clearly and cogently | | | | | |

Question 16.

Additional Comments:

Limit response to 300 characters.

300 characters remaining

Thank you for your feedback

Questions or Comments?

Contact [name] at [e-mail address]