

Name

Your HILCA360 Feedback Report



HILCA^{360°}
growing health leaders



Your results

This report brings together feedback given by:

Your view	1 response
Direct manager	1 response
Peers	6 responses
Direct reports	6 responses

Summary of top strengths and areas to improve

The goal of 360° Feedback is for you to use the feedback for your personal development, to help you grow and achieve more in your career.

You were given feedback on 50 different areas. We recommend that you focus on your top strengths and areas to improve, listed below.

Your top 5 strengths

1. Follows legislation
2. Follows P&P
3. Respects others
4. Is sincere
5. Actively cares

Each person gave you a score (out of 5) for your current performance for each of the areas in the assessment. Your top 5 strengths are the areas for which, on average, you were given the highest scores.

Your top 5 areas to improve

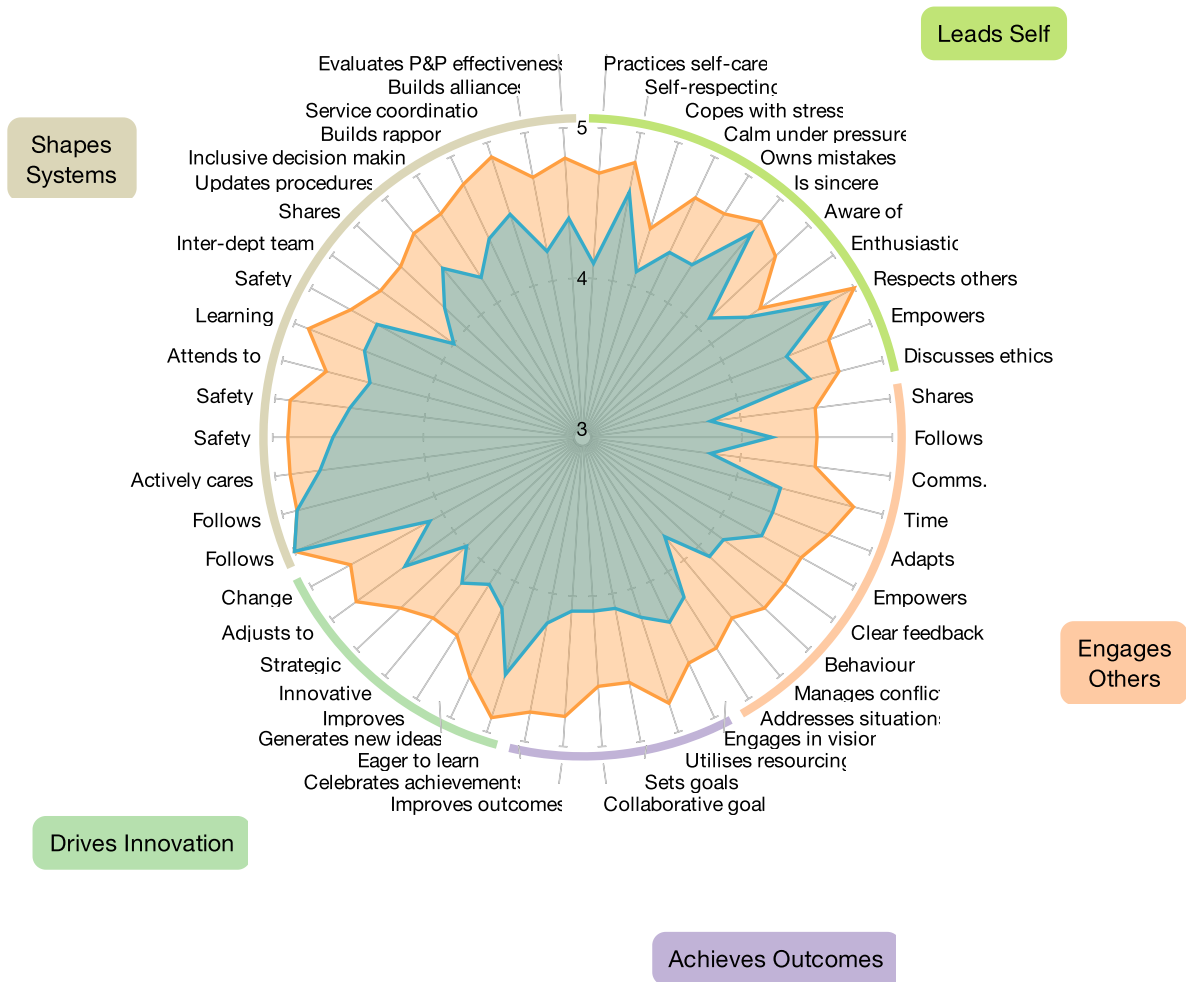
1. Comms. effectively
2. Improves outcomes
3. Manages conflict
4. Shares responsibility
5. Aware of impact

Each person also gave you a score for your desired performance. The top 5 areas to improve are those for which the gap between your current performance and your desired performance is largest.

Spidergraph

The spidergraph below shows all of the areas you were assessed against and the average scores given by people assessing you (not including your own score).

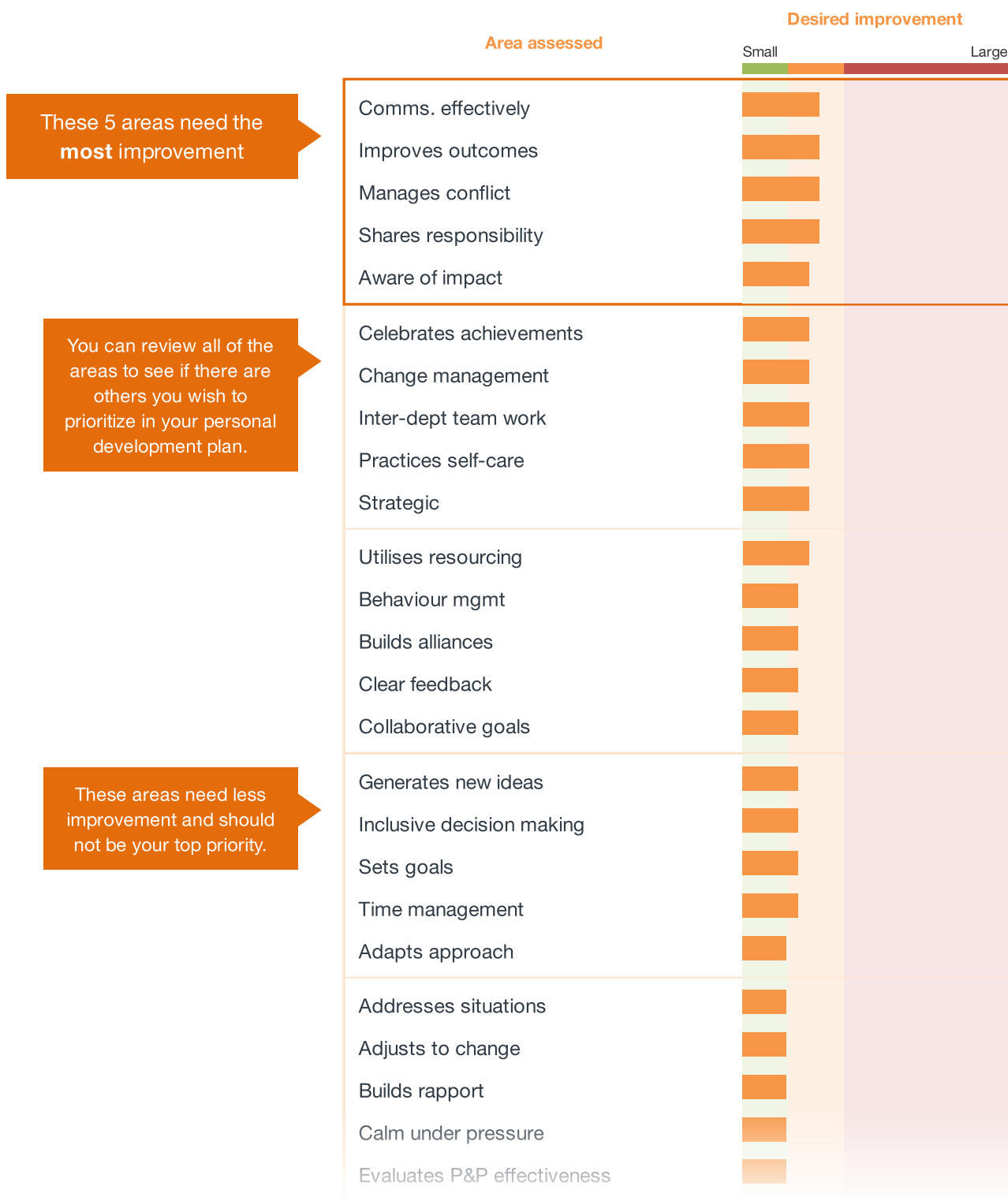
■ Current performance
 ■ Desired performance for 12 months time



Your top areas to improve

Your colleagues were asked to rate both your current and desired performance. The areas that your colleagues think you would benefit most from improving are listed below.

Review if you agree with the areas below, or if there are any surprises to discuss with your manager. You may wish to tackle one or more of these areas in your personal development plan.



How different groups rated your top areas to improve

Different groups of colleagues may have different views on which areas need most improvement. This can help to explain why certain areas have come out top, and why others have not.

Compare the views below and think about why there are differences.

This column shows the average amount of desired improvement.
 Note: we do not include your view when calculating this average

You can compare the different views of respondents below.

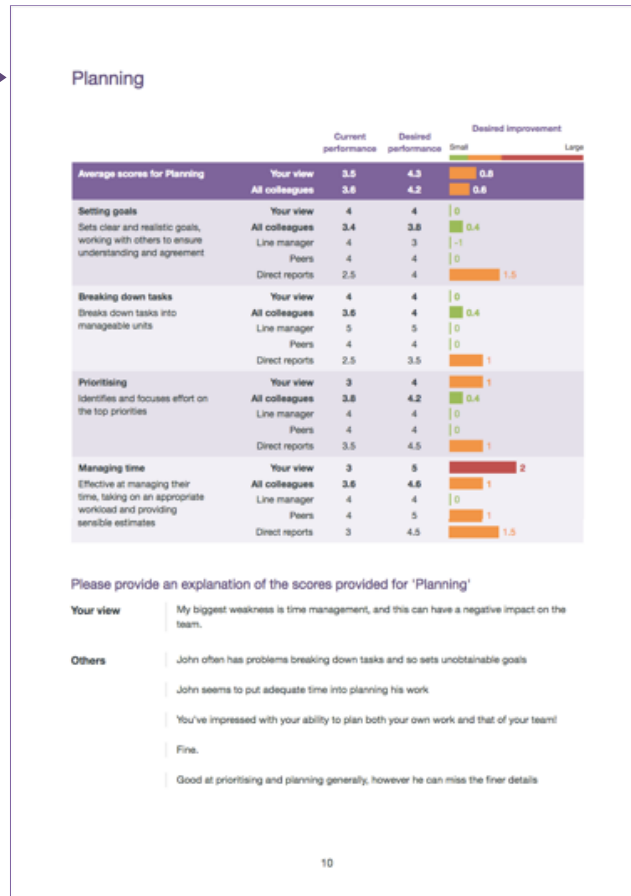
Area assessed	Desired improvement (average)		Your view	Direct manager	Peers	Direct reports
	Small	Large				
Comms. effectively			Large	Small	Medium	Medium
Improves outcomes			Small	Small	Medium	Large
Manages conflict			Large	Small	Small	Large
Shares responsibility			Small	Small	Medium	Medium
Aware of impact			Large	Small	Medium	Large
Celebrates achievements			Large	Small	Medium	Medium
Change management			Large	Small	Small	Large
Inter-dept team work			Small	Small	Small	Large
Practices self-care			Large	Small	Medium	Medium
Strategic			Small	Small	Medium	Medium
Utilises resourcing			Small	Small	Small	Medium
Behaviour mgmt			Small	Small	Small	Medium
Builds alliances			Small	Small	Medium	Large
Clear feedback			Small	Small	Medium	Medium
Collaborative goals			Small	Small	Medium	Medium
Generates new ideas			Small	Small	Medium	Medium
Inclusive decision making			Small	Small	Small	Large
Sets goals			Small	Small	Small	Large
Time management			Small	Small	Medium	Medium
Adapts approach			Small	Small	Small	Medium
Addresses situations			Small	Small	Small	Medium
Adjusts to change			Small	Small	Small	Medium
Builds rapport			Large	Small	Small	Medium
Calm under pressure			Small	Small	Small	Medium
Evaluates P&P effectiveness			Small	Small	Medium	Medium

Improves	■	Small	Small	Small	Medium
Learning environment	■	Small	Small	Small	Medium
Owens mistakes	■	Large	Small	Medium	Medium
Safety intervention	■	Small	Small	Medium	Medium
Service coordination	■	Small	Small	Small	Medium
Shares resourcing	■	Small	Small	Small	Medium
Attends to safety	■	Large	Small	Small	Medium
Copes with stress	■	Small	Small	Small	Medium
Eager to learn	■	Small	Small	Small	Medium
Empowers ethics	■	Small	Small	Small	Small
Empowers solutions	■	Large	Small	Medium	Medium
Engages in vision	■	Small	Small	Small	Medium
Follows through	■	Large	Small	Medium	Medium
Innovative	■	Large	Small	Small	Medium
Safety rationale	■	Large	Small	Small	Medium
Updates procedures	■	Small	Small	Small	Small
Actively cares	■	Small	Small	Small	Medium
Discusses ethics	■	Small	Small	Small	Small
Respects others	■	Small	Small	Small	Medium
Safety collaboration	■	Large	Small	Small	Medium
Self-respecting	■	Large	Small	Small	Medium
Enthusiastic	■	Small	Small	Small	Medium
Is sincere	■	Large	Small	Small	Small
Follows P&P	■	Small	Small	Small	Small
Follows legislation	■	Small	Small	Small	Small

Detailed results

The detailed results give you a complete breakdown of the feedback given about you. To find feedback on specific areas, use the index located at the end of this report.

The feedback is grouped into 5 sections

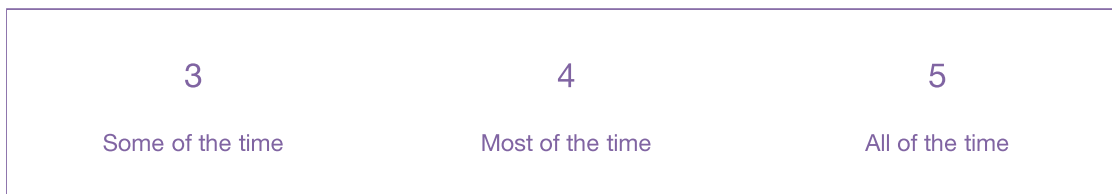


At the top of each section, you'll see the scores provided and the amount of desired improvement

If the section included text-based questions, the answers to those questions are shown below.







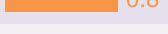




























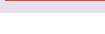

What do the scores mean?

For each area, each person gave you a score out of 5 for both your current performance and desired performance. The meaning of each score is shown in the scale below:








































The desired improvement is then calculated as the score for desired performance minus the score for current performance. An average gap of 0 to 0.3 is considered small, a gap of 0.4 to 0.8 is considered medium, and a gap larger than 0.9 is considered large.

Leads Self |

		Current performance	Desired performance	Desired improvement
				Small Large
Average scores for Leads Self Adam Murphy...				
	Your view	3.7	4.2	 0.5
	All colleagues	4.4	4.7	 0.3
Practices self-care		3	4	 1
1. Practices self-care	All colleagues	4.1	4.7	 0.6
	Direct manager	5	5	 0
	Peers	4	4.6	 0.6
	Direct reports	4	4.8	 0.8
Self-respecting		3	4	 1
2. Is self-respecting	All colleagues	4.6	4.8	 0.2
	Direct manager	5	5	 0
	Peers	4.6	4.6	 0
	Direct reports	4.6	5	 0.4
Copes with stress		4	4	 0
3. Copes well with stress	All colleagues	4.1	4.4	 0.3
	Direct manager	5	5	 0
	Peers	4	4.2	 0.2
	Direct reports	4	4.6	 0.6
Calm under pressure		4	4	 0
4. Is calm under pressure	All colleagues	4.3	4.7	 0.4
	Direct manager	5	5	 0
	Peers	4.3	4.5	 0.2
	Direct reports	4	4.8	 0.8
Owns mistakes		4	5	 1
5. Takes ownership of own mistakes	All colleagues	4.3	4.7	 0.4
	Direct manager	5	5	 0
	Peers	4	4.5	 0.5
	Direct reports	4.5	5	 0.5
Is sincere		4	5	 1
6. Is sincere	All colleagues	4.7	4.8	 0.1
	Direct manager	5	5	 0
	Peers	4.8	4.8	 0
	Direct reports	4.5	4.8	 0.3
Aware of impact		3	4	 1
7. Seems aware of their impact on others	All colleagues	4.1	4.7	 0.6
	Direct manager	5	5	 0
	Peers	4.3	4.7	 0.4
	Direct reports	3.7	4.7	 1

Enthusiastic 8. Has an enthusiastic approach to work	Your view	4	4	0
	All colleagues	4.3	4.4	■ 0.1
	Direct manager	5	5	0
	Peers	4.3	4.3	0
	Direct reports	4	4.4	■ 0.4
Respects others 9. Treats all others with respect	Your view	4	4	0
	All colleagues	4.8	5	■ 0.2
	Direct manager	5	5	0
	Peers	5	5	0
	Direct reports	4.5	5	■ 0.5
Empowers others 10. Empowers others to make ethical choices	Your view	4	4	0
	All colleagues	4.4	4.7	■ 0.3
	Direct manager	5	5	0
	Peers	4	4.3	■ 0.3
	Direct reports	4.8	5	■ 0.2
Discusses ethics 11. Develops a climate of healthy discussion around ethical issues	Your view	4	4	0
	All colleagues	4.5	4.7	■ 0.2
	Direct manager	5	5	0
	Peers	4.2	4.5	■ 0.3
	Direct reports	4.8	5	■ 0.2

Engages Others |

		Current performance	Desired performance	Desired improvement
				Small Large
Average scores for Engages Others Adam Murphy...				
	Your view	3.8	4.2	 0.4
	All colleagues	4.1	4.6	 0.5
Shares responsibility				
	Your view	4	4	 0
12. Shares responsibility effectively	All colleagues	3.8	4.5	 0.7
	Direct manager	5	5	 0
	Peers	3.8	4.3	 0.5
	Direct reports	3.7	4.5	 0.8
Follows through				
	Your view	4	5	 1
13. Follows through on commitments	All colleagues	4.2	4.5	 0.3
	Direct manager	5	5	 0
	Peers	3.8	4.2	 0.4
	Direct reports	4.3	4.7	 0.4
Comms. effectively				
	Your view	4	5	 1
14. Communicates effectively	All colleagues	3.8	4.5	 0.7
	Direct manager	5	5	 0
	Peers	3.5	4.2	 0.7
	Direct reports	4	4.8	 0.8
Time management				
	Your view	4	4	 0
15. Effectively manages time	All colleagues	4.3	4.8	 0.5
	Direct manager	5	5	 0
	Peers	4	4.6	 0.6
	Direct reports	4.4	5	 0.6
Adapts approach				
	Your view	4	4	 0
16. Adapts approach to effectively achieve goals	All colleagues	4.3	4.7	 0.4
	Direct manager	5	5	 0
	Peers	4.2	4.5	 0.3
	Direct reports	4.2	4.8	 0.6
Empowers solutions				
	Your view	3	4	 1
17. Empowers others to find solutions	All colleagues	4.3	4.6	 0.3
	Direct manager	5	5	 0
	Peers	4	4.4	 0.4
	Direct reports	4.3	4.7	 0.4
Clear feedback				
	Your view	4	4	 0
18. Provides clear feedback	All colleagues	4.1	4.6	 0.5
	Direct manager	5	5	 0
	Peers	3.6	4.2	 0.6
	Direct reports	4.3	4.8	 0.5

Behaviour mgmt	Your view	4	4	0
19. Effectively deals with unacceptable behaviour	All colleagues	4.1	4.6	0.5
	Direct manager	5	5	0
	Peers	3.7	4	0.3
	Direct reports	4.3	5	0.7
Manages conflict	Your view	3	4	1
20. Manages team conflict effectively	All colleagues	3.8	4.5	0.7
	Direct manager	5	5	0
	Peers	3.7	4	0.3
	Direct reports	3.5	4.8	1.3
Addresses situations	Your view	4	4	0
21. Addresses challenging situations effectively	All colleagues	4.2	4.6	0.4
	Direct manager	5	5	0
	Peers	4.2	4.3	0.1
	Direct reports	4	4.8	0.8

Achieves Outcomes |

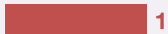



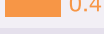




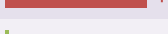
















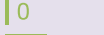


















		Current performance	Desired performance	Desired improvement
				Small Large
Average scores for Achieves Outcomes Adam Murphy...				
	Your view	4	4.2	0.2
	All colleagues	4.2	4.7	0.5
Engages in vision				
	Your view	4	4	0
22. Engages others in the organisational vision	All colleagues	4.3	4.6	0.3
	Direct manager	5	5	0
	Peers	4.2	4.3	0.1
	Direct reports	4.2	4.8	0.6
Utilises resourcing				
	Your view	4	4	0
23. Utilises resources (people, funding, materials, support) appropriately to get things done	All colleagues	4.2	4.8	0.6
	Direct manager	5	5	0
	Peers	4.2	4.5	0.3
	Direct reports	4.2	5	0.8
Sets goals				
	Your view	4	4	0
24. Sets realistic goals and objectives that deliver consistent outcomes	All colleagues	4.1	4.6	0.5
	Direct manager	5	5	0
	Peers	4.3	4.5	0.2
	Direct reports	3.6	4.6	1
Collaborative goals				
	Your view	4	4	0
25. Collaborates with others to set goals	All colleagues	4.1	4.6	0.5
	Direct manager	5	5	0
	Peers	4	4.5	0.5
	Direct reports	4	4.7	0.7
Improves outcomes				
	Your view	4	4	0
26. Observes performance to improve outcomes	All colleagues	4.1	4.8	0.7
	Direct manager	5	5	0
	Peers	4.3	4.8	0.5
	Direct reports	3.8	4.8	1
Celebrates achievements				
	Your view	4	5	1
27. Celebrates achievements	All colleagues	4.2	4.8	0.6
	Direct manager	5	5	0
	Peers	4	4.7	0.7
	Direct reports	4.2	4.8	0.6

Drives Innovation |

		Current performance	Desired performance	Desired improvement
				Small Large
Average scores for Drives Innovation Adam Murphy...				
	Your view	4.1	4.4	0.3
	All colleagues	4.2	4.7	0.5
Eager to learn	Your view	5	5	0
28. Is eager to learn	All colleagues	4.6	4.9	0.3
	Direct manager	5	5	0
	Peers	4.6	4.8	0.2
	Direct reports	4.5	5	0.5
Generates new ideas	Your view	5	5	0
29. Generates new ideas	All colleagues	4.2	4.7	0.5
	Direct manager	5	5	0
	Peers	4	4.5	0.5
	Direct reports	4.2	4.8	0.6
Improves	Your view	5	5	0
30. Regularly looks for a better way of doing things	All colleagues	4.1	4.5	0.4
	Direct manager	5	5	0
	Peers	4.2	4.5	0.3
	Direct reports	3.8	4.5	0.7
Innovative	Your view	3	4	1
31. Turns creative ideas into reality	All colleagues	4.2	4.5	0.3
	Direct manager	5	5	0
	Peers	4.3	4.5	0.2
	Direct reports	4	4.4	0.4
Strategic	Your view	4	4	0
32. Actively identifies strategic opportunities	All colleagues	4	4.6	0.6
	Direct manager	5	5	0
	Peers	3.8	4.3	0.5
	Direct reports	4	4.8	0.8
Adjusts to change	Your view	4	4	0
33. Adjusts well to change	All colleagues	4.4	4.8	0.4
	Direct manager	5	5	0
	Peers	4.3	4.5	0.2
	Direct reports	4.4	5	0.6
Change management	Your view	3	4	1
34. Asks questions to understand how others are adjusting to organisational change	All colleagues	4.1	4.7	0.6
	Direct manager	5	5	0
	Peers	4.3	4.5	0.2
	Direct reports	3.8	4.8	1

Shapes Systems|

		Current performance	Desired performance	Desired improvement
				Small Large
Average scores for Shapes Systems Adam Murphy...				
	Your view	3.8	4	0.2
	All colleagues	4.5	4.8	0.3
Follows legislation	Your view	4	4	0
35. Consistently follows legislation	All colleagues	5	5	0
	Direct manager	5	5	0
	Peers	5	5	0
	Direct reports	5	5	0
Follows P&P	Your view	4	4	0
36. Follows policies and procedures to achieve organisational goals	All colleagues	4.9	4.9	0
	Direct manager	5	5	0
	Peers	4.8	4.8	0
	Direct reports	5	5	0
Actively cares	Your view	4	4	0
37. Actively cares about the safety and wellbeing of others	All colleagues	4.7	4.9	0.2
	Direct manager	5	5	0
	Peers	4.8	4.8	0
	Direct reports	4.5	5	0.5
Safety rationale	Your view	3	4	1
38. Discusses the reasons why working safely is important	All colleagues	4.6	4.9	0.3
	Direct manager	5	5	0
	Peers	4.5	4.8	0.3
	Direct reports	4.6	5	0.4
Safety intervention	Your view	4	4	0
39. Respectfully intervenes when they see someone working in a less safe manner	All colleagues	4.5	4.9	0.4
	Direct manager	5	5	0
	Peers	4.3	4.7	0.4
	Direct reports	4.5	5	0.5
Attends to safety	Your view	3	4	1
40. Stops to attend to an unsafe act/condition, even when busy	All colleagues	4.4	4.7	0.3
	Direct manager	5	5	0
	Peers	4.3	4.3	0
	Direct reports	4.3	5	0.7
Learning environment	Your view	4	4	0
41. Supports actively seeking information and ideas to create a learning environment	All colleagues	4.5	4.9	0.4
	Direct manager	5	5	0
	Peers	4.8	5	0.2
	Direct reports	4.2	4.8	0.6

Safety collaboration	Your view	3	4	
42. Keeps a balance between asking questions and giving opinions when exploring how to be more safe	All colleagues	4.5	4.7	
	Direct manager	5	5	
	Peers	4.4	4.6	
	Direct reports	4.4	4.8	
Inter-dept team work	Your view	4	4	
43. Actively builds good working relationships with other teams to help get work done well and safely	All colleagues	4	4.6	
	Direct manager	5	5	
	Peers	4.2	4.4	
	Direct reports	3.7	4.7	
Shares resourcing	Your view	4	4	
44. Encourages sharing resources with other teams to achieve the organisations purpose safely	All colleagues	4.2	4.6	
	Direct manager	5	5	
	Peers	4	4.3	
	Direct reports	4.2	4.8	
Updates procedures	Your view	4	4	
45. Regularly updates procedures so they reflect best practice	All colleagues	4.4	4.7	
	Direct manager	5	5	
	Peers	4	4.3	
	Direct reports	4.7	5	
Inclusive decision making	Your view	4	4	
46. Ensures patients/customers/consumers/clients are included in decision making	All colleagues	4.2	4.7	
	Direct manager	5	5	
	Peers	4.4	4.6	
	Direct reports	3.8	4.8	
Builds rapport	Your view	3	4	
47. Effectively builds rapport with patients/customers/consumers/clients	All colleagues	4.4	4.8	
	Direct manager	5	5	
	Peers	4.5	4.8	
	Direct reports	4.2	4.8	
Service coordination	Your view	4	4	
48. Effectively co-ordinates with other care services to meet patient/customers/consumer/client needs	All colleagues	4.5	4.9	
	Direct manager	5	5	
	Peers	4.6	4.8	
	Direct reports	4.4	5	
Builds alliances	Your view	4	4	
49. Builds alliances across the health sector	All colleagues	4.2	4.7	
	Direct manager	5	5	
	Peers	4.3	4.7	
	Direct reports	3.7	4.7	
Evaluates P&P effectiveness	Your view	4	4	
50. Asks questions about processes and procedures to determine their effectiveness	All colleagues	4.4	4.8	
	Direct manager	5	5	
	Peers	4.4	4.8	
	Direct reports	4.2	4.8	

The Standards



The National Safety and Quality Health Service (NSQHS) Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations. The following questions were asked to measure a leader's influence on the promotion of these standards. Results are shown below.

Questions		Current performance
Ensures that staff have adequate skills to do their job	Your view	5.0
	Direct manager	5.0
	Others	4.5
Regularly appraises the work performance of staff	Your view	4.0
	Direct manager	5.0
	Others	4.5
Ensures team members adhere to policies, procedures and protocols	Your view	4.0
	Direct manager	5.0
	Others	4.6
Effectively manages risks to patients receiving care	Your view	4.0
	Direct manager	5.0
	Others	4.9
Ensures high-risk groups are considered in the planning and delivery of care and services	Your view	5.0
	Direct manager	5.0
	Others	4.5
Effectively promotes person-centred care	Your view	4.0
	Direct manager	5.0
	Others	4.6
Collects and acts on patient/customers/consumer/client feedback	Your view	2.0
	Direct manager	5.0
	Others	4.7
Effectively implements infection prevention and control systems	Your view	4.0
	Direct manager	N/A
	Others	5.0
Ensures staff comply with medication safety procedures	Your view	N/A
	Direct manager	N/A
	Others	4.8
Ensures only clinicians with the requisite authority prescribe, dispense and administer medicines	Your view	N/A
	Direct manager	5.0
	Others	5.0
Ensures medication review process is adhered to	Your view	N/A
	Direct manager	N/A
	Others	4.7
Effectively promotes multidisciplinary collaboration and teamwork	Your view	5.0
	Direct manager	5.0
	Others	4.5

The Standards



Influences clinical handovers to be effective	Your view	3.0
	Direct manager	5.0
	Others	4.4
Ensures staff comply with blood management procedures	Your view	N/A
	Direct manager	N/A
	Others	4.0
Ensures timely communication to relevant persons when critical information emerges	Your view	N/A
	Direct manager	5.0
	Others	4.6
Creates an environment where staff are focused on recognising and responding to acute deterioration	Your view	N/A
	Direct manager	5.0
	Others	4.6
Ensures timely referral to mental health services when patient mental state has acutely deteriorated	Your view	N/A
	Direct manager	5.0
	Others	4.5
Ensures timely referral to relevant services when patient physical state has acutely deteriorated	Your view	4.0
	Direct manager	5.0
	Others	4.8

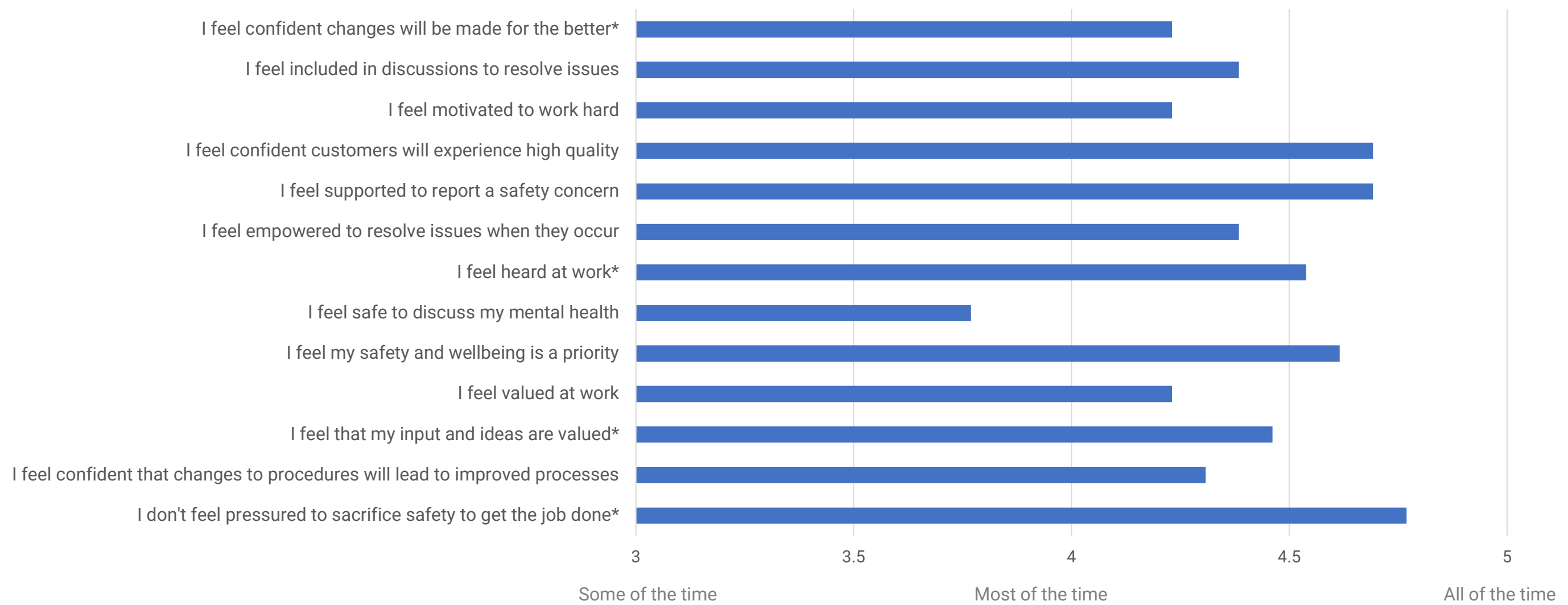
For the relevant Standards questions it is important for leaders to work towards achieving a 5, i.e. 'All of the time.' Therefore, scores more than 0.9 lower than 5 have been highlighted in red as 'large,' development areas, between 0.4 and 0.8 in orange as 'medium' and between 0 and 0.3 in green as 'small.' These development categories are consistent with those in the capability section of the report. Questions that were deemed by raters as irrelevant have been indicated as n/a or 'not applicable.'

3	4	5
Some of the time	Most of the time	All of the time

Impact on Others



Understanding the impact our actions have on others is one of our most powerful leadership tools. High performing leaders understand how their behaviour and their leadership style impacts others and know how to use both in order to get the best results from their people. Raters were asked to provide feedback on leadership impact and respond to how they feel in their interactions with this leader. Results are shown below.



*questions were originally asked as negatively worded questions and both the question and result have been reversed for consistent graph presentation.

Impact on Others



Psychological safety is an important element to high-performing teams and is characterised by shared beliefs that team members can share ideas, challenge each other, and will not be punished for making mistakes. Raters were asked to rate their level of agreement to 7 statements relating to psychological safety. Results are shown below.



HILCA 360 Degree Feedback Report

This report contains detailed feedback collected from the respondent and between 5 to 20 colleagues as part of the Health Industry Leadership Assessment.

The survey measured how the respondent and others perceive their leadership capability. HILCA 360 uses data to create insights to drive organisational clarity, focus, investment, change and performance. It shines a spotlight on the most significant gaps for the individual and organisational leadership capability by understanding the current and desired performance.

Disclaimer

The HILCA 360 questionnaire has been designed by Veraison to help partnering organisations. It is designed to increase your technical knowledge or understanding of management techniques AND to also expand your understanding of yourself. Although the instrument, when analysed, indicated the sought-after qualities of validity and reliability, the absence of norming data makes it unrealistic to make strong validation and reliability claims. Veraison is in the process of further reliability, validity and norming testing. It is therefore recommended that the questionnaire is not used outside the scope of its original design and specific intent. This report is for self-development purposes only and should not be used for recruitment or promotion purposes.





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