John Smith

Sales Manager Report

Self Assessment & Line Manager

Report Generated 7th January 2019

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Making Sense Of Your Feedback

This report has been generated from the responses that you and your sales manager/coach gave about certain aspects of your performance across 68 statements.

This report is based upon feedback returned from the following:

Role	Responses
Self Assessment	**1**
Sales Manager / Coach	**1**

The following shows the competency/skills areas used and the number of statements in each:

Area	Statements
Recruitment	**6**
Motivating	**9**
Training & Coaching	**11**
Goal Setting	**7**
Leadership	**14**
Team Building	**7**
Sales Process	**9**
Performance Management	**5**

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Overview

This diagram summarises your own scores and compares them to your sales manager/coach.

Legend:
- ■ **Self**
- ■ **Sales Manager/Coach**

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Summary Of Areas

Recruitment

Self Assessment:	6.4
Sales Manager/Coach:	7.2

Motivating

Self Assessment:	6.5
Sales Manager/Coach:	7.25

Training & Coaching

Self Assessment:	2.8
Sales Manager/Coach:	6.8

Goal Setting

Self Assessment:	6.5
Sales Manager/Coach:	0

Leadership

Self Assessment:	8
Sales Manager/Coach:	8.93

Team Building

Self Assessment:	6.71
Sales Manager/Coach:	8.14

Sales Process

Self Assessment:	7.67
Sales Manager/Coach:	8

Performance Management

Self Assessment:	2
Sales Manager/Coach:	0

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Sales Insight

Percentage Scores By Area

Area	Self Score	Sales Manager/Coach	Difference (Manager – Self)
Recruitment	**64%**	**72%**	**8%**
Motivating	**65%**	**73%**	**8%**
Training & Coaching	**28%**	**68%**	**40%**
Goal Setting	**65%**	**0%**	**-65%**
Leadership	**80%**	**89%**	**9%**
Team Building	**67%**	**81%**	**14%**
Sales Process	**77%**	**80%**	**3%**
Performance Management	**20%**	**0%**	**-20%**

The purpose of this report is to illustrate the differences between how you scored yourself and the feedback that your Sales Manager/Coach provided.

The table above highlights the areas where your Sales Manager/Coach scored you LESS than your own self-assessment and also those areas where they marked you HIGHER than your own self- assessment.

Key:

Positive Difference represents where your Sales Manager/Coach has marked you higher than your own score.

Negative Difference represents where you have marked yourself higher than your Sales Manager/Coach.

All scores have been rounded to the nearest whole number.

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High & Low

5 High

Below are the 5 areas with the highest average score from your Sales Manager/Coach.

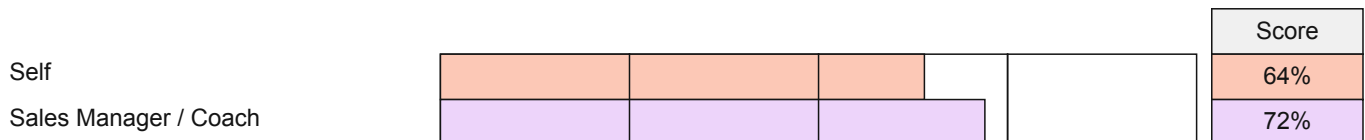|	Score
I treat everyone with respect and have integrity in my work Part of : Leadership	**Average - 9.5** Own Answer - 10 Sales Manager / Coach - 9
	Score
I show respect to all team members and dedicate time and attention to each Part of : Team Building	**Average - 9** Own Answer - 9 Sales Manager / Coach - 9
	Score
My team would say that I am a fair person Part of : Leadership	**Average - 9** Own Answer - 8 Sales Manager / Coach - 10
	Score
I give feedback in a constructive and helpful way Part of : Leadership	**Average - 9** Own Answer - 9 Sales Manager / Coach - 9
	Score
I am consistent in how I treat my team members with no favourites Part of : Leadership	**Average - 9** Own Answer - 9 Sales Manager / Coach - 9

High & Low

5 Low

Below are the 5 areas with the lowest average score from your Sales Manager/Coach.

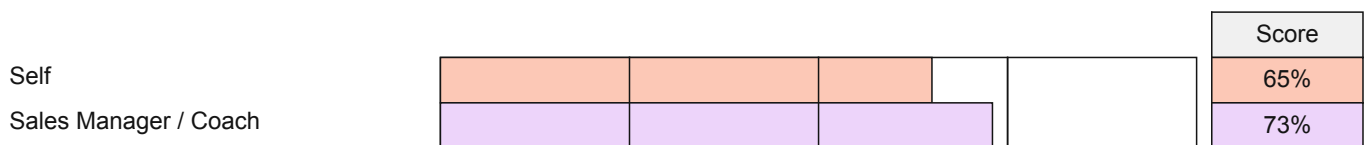|	Score
The sales targets I set exceed minimum quota Part of : Goal Setting	**Average - 0** Own Answer - 0 Sales Manager / Coach - 0
	Score
Each team member has written sales performance targets that are reporting on each week Part of : Performance Management	**Average - 0** Own Answer - 0 Sales Manager / Coach - 0
	Score
I hold a regular monthly sales performance meeting with each of my team Part of : Performance Management	**Average - 0** Own Answer - 0 Sales Manager / Coach - 0
	Score
I evaluate different recruiting avenues and decide which is the most effective for our company Part of : Recruitment	**Average - 0** Own Answer - 0 Sales Manager / Coach - 0
	Score
I create accurate sales forecasts that are within 10% of actual Part of : Performance Management	**Average - 0** Own Answer - 0 Sales Manager / Coach - 0

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Percentage Scores By Area

This section illustrates an overview of the results for each area.

Recruitment

	Score
Self	64%
Sales Manager / Coach	72%

Motivating

	Score
Self	65%
Sales Manager / Coach	73%

Training & Coaching

	Score
Self	28%
Sales Manager / Coach	68%

Goal Setting

	Score
Self	65%
Sales Manager / Coach	0%

Leadership

	Score
Self	80%
Sales Manager / Coach	89%

Team Building

	Score
Self	67%
Sales Manager / Coach	81%

Sales Process

	Score
Self	77%
Sales Manager / Coach	80%

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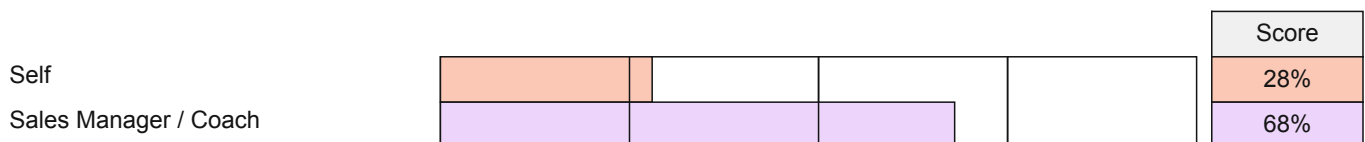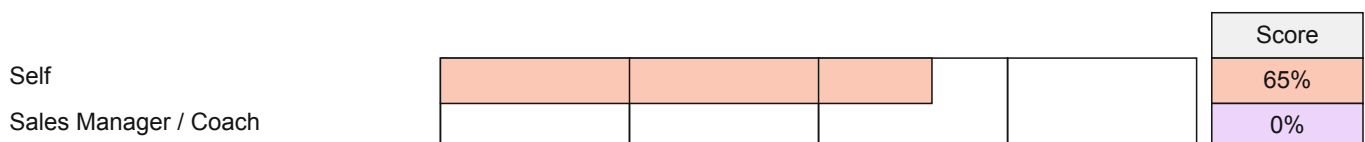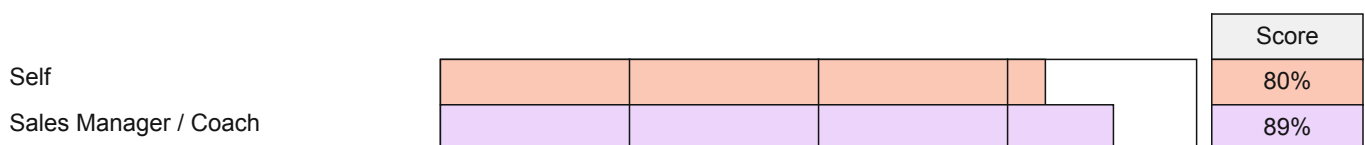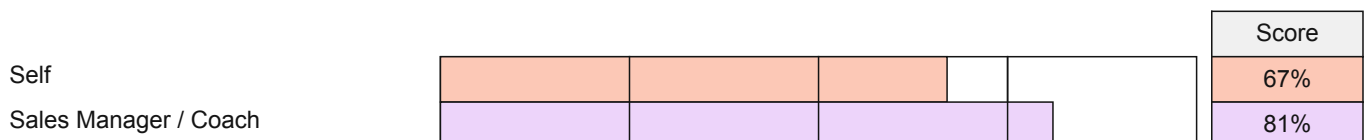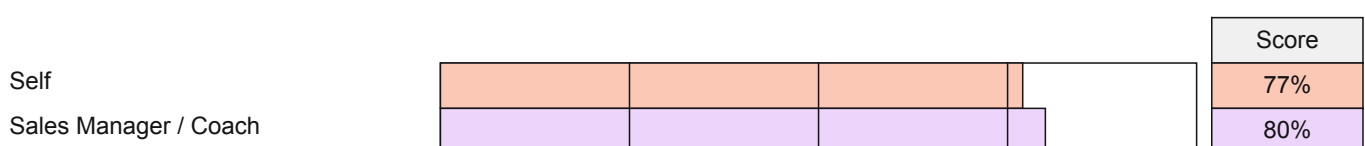
Percentage Scores By Area

Performance Management

					Score
Self					20%
Sales Manager / Coach					0%

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Scores Per Statement

Key:

0%	- Never	N
50%	- Sometimes	S
100%	- Always	A

Area: Recruitment

1.1 I have a written list of specific core skills essential for each position

	Score	N				S				A	n
Self	70%						1				
Sales Manager / Coach	80%							1			

1.2 I have a written list of specific core competencies essential for each position

	Score	N				S				A	n
Self	50%					1					
Sales Manager / Coach	80%							1			

1.3 I have a systematic scoring process for evaluating CV's

	Score	N				S				A	n
Self	30%			1							
Sales Manager / Coach	50%					1					

1.4 I evaluate different recruiting avenues and decide which is the most effective for our company

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

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Scores Per Statement

Area: Recruitment ..Contd

1.5 I have a list of key questions/scenarios that I ask each candidate

		Score	N				S				A	n
Self		100%									1	
Sales Manager / Coach		80%								1		

1.6 I have a scoring system to rate each candidate on based on the answers they give me to interview questions

		Score	N				S				A	n
Self		70%						1				
Sales Manager / Coach		70%						1				

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![MTD Sales Insight logo]

Scores Per Statement

Area: Motivating

2.1 I constantly read articles and books in attempts to find new ways to motivate the sales team

	Score	N				S				A	n
Self	50%					1					
Sales Manager / Coach	0%										1

2.2 I understand the challenges my sales team face and can empathise with them

	Score	N				S				A	n
Self	80%								1		
Sales Manager / Coach	80%								1		

2.3 I know how to recognise organisational barriers that may have a negative effect on the team's motivation

	Score	N				S				A	n
Self	70%							1			
Sales Manager / Coach	80%								1		

2.4 I have a clear pattern of recognition and praise for sales achievement

	Score	N				S				A	n
Self	50%					1					
Sales Manager / Coach	50%					1					

2.5 I find ways to reward sales work ethic as well as closed sales

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

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Scores Per Statement

Area: Motivating ..Contd

2.6 I have sales people compete internally

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

2.7 I use contests and incentive programmes that give lesser-skilled sales people an even chance to win

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

2.8 I understand what motivates each of my sales team individually

	Score	N				S				A	n
Self	70%							1			
Sales Manager / Coach	0%										1

2.9 I can detect the feelings and views of the sales team in relation to their role and environment

	Score	N				S				A	n
Self	70%							1			
Sales Manager / Coach	80%								1		

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Scores Per Statement

Area: Training & Coaching

3.1 I have a process to identify performance gaps and address them immediately

	Score	N				S				A	n
Self	50%					1					
Sales Manager / Coach	80%							1			

3.2 I have a written sales training programme

	Score	N				S				A	n
Self	40%				1						
Sales Manager / Coach	0%										1

3.3 I strive to create an environment in which continued learning is valued and recognised

	Score	N				S				A	n
Self	50%					1					
Sales Manager / Coach	90%								1		

3.4 I provide clear and transparent benchmarks to help my team measure their performance

	Score	N				S				A	n
Self	60%						1				
Sales Manager / Coach	60%						1				

3.5 I have a written product/service training programme

	Score	N				S				A	n
Self	10%		1								
Sales Manager / Coach	60%						1				

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Scores Per Statement

Area: Training & Coaching ..Contd

3.6 I train my sales team on-going, every month

	Score	N				S				A	n
Self	0%	1									
Sales Manager / Coach	50%					1					

3.7 I regularly hold classroom-style sales development sessions for the sales team

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

3.8 I use assessments and quizzes to help me determine if sales people are prepared

	Score	N				S				A	n
Self	70%							1			
Sales Manager / Coach	0%										1

3.9 I routinely give my team "homework" for continued industry knowledge

	Score	N				S				A	n
Self	0%	1									
Sales Manager / Coach	0%										1

3.10 i have a method to introduce new approaches and ideas to the sales team so they get behind it

	Score	N				S				A	n
Self	0%	1									
Sales Manager / Coach	0%										1

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Scores Per Statement

Area: Training & Coaching ..Contd

3.11 I coach each team member at least once per month

		Score	N				S				A	n
Self		0%	1									
Sales Manager / Coach		0%										1

Scores Per Statement

Area: Goal Setting

4.1 I have considered the company's/department overall long term vision and have broken it down into annual, monthly and weekly targets

										Score	N				S				A	n
Self										50%				1						
Sales Manager / Coach										0%										1

4.2 I understand the company's sales metrics and how to develop accurate sales forecasts

										Score	N				S				A	n
Self										0%										1
Sales Manager / Coach										0%										1

4.3 I have a clear method to evaluate market risks

										Score	N				S				A	n
Self										0%										1
Sales Manager / Coach										0%										1

4.4 The sales targets I set exceed minimum quota

										Score	N				S				A	n
Self										0%										1
Sales Manager / Coach										0%										1

4.5 I create activity targets as well as sales targets

										Score	N				S				A	n
Self										0%										1
Sales Manager / Coach										0%										1

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Scores Per Statement

Area: Goal Setting ..Contd

4.6 I create sales targets for each sales person based upon their experience, skills and time in the company

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

4.7 I recognise changes in circumstances and make adjustments to sales goals

	Score	N				S				A	n
Self	80%							1			
Sales Manager / Coach	0%										1

Scores Per Statement

Area: Leadership

5.1 I treat everyone with respect and have integrity in my work

	Score	N				S				A	n
Self	100%									1	
Sales Manager / Coach	90%								1		

5.2 I remain calm under pressure

	Score	N				S				A	n
Self	40%				1						
Sales Manager / Coach	90%								1		

5.3 I tackle issues head on as and when they arise

	Score	N				S				A	n
Self	70%						1				
Sales Manager / Coach	90%								1		

5.4 I am able to communicate confidently and get my point across

	Score	N				S				A	n
Self	90%								1		
Sales Manager / Coach	90%								1		

5.5 I use effective body language, tonality and the words I use to convey confidence

	Score	N				S				A	n
Self	70%							1			
Sales Manager / Coach	90%								1		

Scores Per Statement

Area: Leadership ..Contd

5.6 I give feedback in a constructive and helpful way

	Score	N				S				A	n
Self	90%									1	
Sales Manager / Coach	90%									1	

5.7 I regularly think about my internal and external customers

	Score	N				S				A	n
Self	90%									1	
Sales Manager / Coach	90%									1	

5.8 I am always looking to ways to improve working methods and how to do things better

	Score	N				S				A	n
Self	70%						1				
Sales Manager / Coach	90%									1	

5.9 I embrace change in a positive way

	Score	N				S				A	n
Self	80%								1		
Sales Manager / Coach	90%									1	

5.10 I manage my time effectively

	Score	N				S				A	n
Self	90%									1	
Sales Manager / Coach	90%									1	

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Scores Per Statement

Area: Leadership ..Contd

5.11 I can make complex things simple for the benefit of others

										Score	N				S				A	n
Self										80%							1			
Sales Manager / Coach										80%							1			

5.12 I use a fair mixture of the carrot and the stick when managing

										Score	N				S				A	n
Self										80%							1			
Sales Manager / Coach										80%							1			

5.13 I am consistent in how I treat my team members with no favourites

										Score	N				S				A	n
Self										90%								1		
Sales Manager / Coach										90%								1		

5.14 My team would say that I am a fair person

										Score	N				S				A	n
Self										80%							1			
Sales Manager / Coach										100%									1	

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MTD Sales Insight

Scores Per Statement

Area: Team Building

6.1 I create a sense of common purpose within the team

	Score	N				S				A	n
Self	80%								1		
Sales Manager / Coach	80%								1		

6.2 I effectively communicate the purpose, priorities and objectives to the team

	Score	N				S				A	n
Self	80%								1		
Sales Manager / Coach	80%								1		

6.3 I show respect to all team members and dedicate time and attention to each

	Score	N				S				A	n
Self	90%									1	
Sales Manager / Coach	90%									1	

6.4 I make sure that the sales team members get to know each other to build stronger bonds in the team

	Score	N				S				A	n
Self	70%						1				
Sales Manager / Coach	90%									1	

6.5 I create ways to share best practices among team members

	Score	N				S				A	n
Self	80%								1		
Sales Manager / Coach	90%									1	

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Scores Per Statement

Area: Team Building ..Contd

6.6 I run events and team building exercises that promote open communication and working together

	Score	N				S				A	n
Self	0%	1									
Sales Manager / Coach	60%					1					

6.7 I recognise obstacles that may hamper the team's success and promptly take measures to nullify them

	Score	N				S				A	n
Self	70%						1				
Sales Manager / Coach	80%							1			

MTD Sales Insight

Scores Per Statement

Area: Sales Process

7.1 I regularly review how the team are managing their accounts

	Score	N			S			A	n
Self	0%								1
Sales Manager / Coach	70%					1			

7.2 I use CRM software and/or other monitoring programmes to help me manage sales performance

	Score	N			S			A	n
Self	80%						1		
Sales Manager / Coach	80%						1		

7.3 I can identify key factors for selecting, retaining and designing territories for structuring sales team activities

	Score	N			S			A	n
Self	0%								1
Sales Manager / Coach	80%						1		

7.4 I thoroughly understand our market and customer segmentation strategy

	Score	N			S			A	n
Self	90%							1	
Sales Manager / Coach	90%							1	

7.5 I use software to keep track on how sales people are moving accounts through the sales process in a timely manner

	Score	N			S			A	n
Self	0%								1
Sales Manager / Coach	90%							1	

Scores Per Statement

Area: Sales Process ..Contd

7.6 I have a documented sales process that everyone works to

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

7.7 I can tell you right now how my team are performing against their KPI's

	Score	N				S				A	n
Self	60%					1					
Sales Manager / Coach	70%						1				

7.8 I can tell you right now what is in our pipeline without referring to the system

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

7.9 I can give you a breakdown of how many deals and what their value is for each stage of the sales process

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

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Scores Per Statement

Area: Performance Management

8.1 I hold a weekly sales performance team meeting

	Score	N				S				A	n
Self	0%	1									
Sales Manager / Coach	0%										1

8.2 I hold a regular monthly sales performance meeting with each of my team

	Score	N				S				A	n
Self	0%	1									
Sales Manager / Coach	0%										1

8.3 Each team member has written sales performance targets that are reporting on each week

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

8.4 Each team member has a written sales skill performance development plan in place

	Score	N				S				A	n
Self	60%					1					
Sales Manager / Coach	0%										1

8.5 I create accurate sales forecasts that are within 10% of actual

	Score	N				S				A	n
Self	0%										1
Sales Manager / Coach	0%										1

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Open Ended Question Responses

Your Sales Manager/Coach had the opportunity to write some comments about what you do well and should continue to do as well as what they'd like you to do differently. (Please note that spelling and grammar is not checked and is provided as it was typed into the system)

What you should start doing...

Self

- Being more proactive and taking ownership of individual issues and customer queries.

Sales Manager / Coach

- Think of ways to make the role more interesting and challenging for his team whilst ensuring our customer experience is the best it can possibly be. Product training is something that can be improved and Peter can play a big part ensuring his team get this. Make sure the team bond as there are new members in the team.

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Open Ended Question Responses

Your Sales Manager/Coach had the opportunity to write some comments about what you do well and should continue to do as well as what they'd like you to do differently. (Please note that spelling and grammar is not checked and is provided as it was typed into the system)

What you should stop doing...

Self

    - Providing inadequate responses to customers with a lack of clarity based upon limited time spent investigating issues.

Sales Manager / Coach

    - Peter Evans is not in sales as such. Peter is responsible for managing our customer service team. Avoid using the CRM, a must.

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Open Ended Question Responses

Your Sales Manager/Coach had the opportunity to write some comments about what you do well and should continue to do as well as what they'd like you to do differently. (Please note that spelling and grammar is not checked and is provided as it was typed into the system)

What you should continue doing...

Self

    - Collaborating with Operations and Sales to find solutions to customer problems

Sales Manager / Coach

    - The customer experience survey is a really good initiative. Please develop further initiatives to strengthen the CS department and the customers they serve.

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