



Icskills360 Reports - Understanding the Charts

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Introduction

This document uses sample charts and is designed to:

- Help you Interpret the report.
- Show how the charts are created.
- Offer suggestions as to what you should look for in each chart.

There are 3 types of report layouts in the Icskills360 platform for you to use:

- **Icskills360 Standard.**
- **Icskills360 Lite.**
- **Icskills360 SuperLite.**

Each report layout may be in a different sequence – the charts used, and their order is selected by the client during the design of the process. Therefore, some or all of the charts may be included in your report.

The Scoring Scale used in this document may also be different to the scale in your report as these can be customised.

The contents page can be used to quickly navigate to the section you require, click on the item to jump to that section.

If you cannot find the answer in this short feature guide....
Please contact us during UK office hours:

Email: support@icskills.com

Understanding the questionnaire

A questionnaire containing a series of numerically graded and comment questions is completed by yourself and selected individuals that you have a working relationship with.

The questionnaire is typically made of up several different groups of related questions.

The results of the completed questionnaires are combined to form a series of charts and comments within the report, which allow you to compare your self-perception with the perception of others, a process that provides a powerful insight.

People completing (or partially completing the questionnaire) will be included in the list.

The relationship groups shown in the table are determined by the relationships used in the questionnaire.

The default relationships in our templates are:

Self

- is the person the feedback is for – You (You will need to provide your own feedback as part of the process).

Manager

- is your boss (You can only have one Manager listed).
- If you have more than one manager they should be included as Others.

Peers

- are people with a similar role/job to you, who you work with closely.

Direct Reports

- are people that you manage, people that report to you.

Stakeholders

- are people who have an involvement in what you deliver.

Clients

- are people who receive the output of your work.

Others

- are people who you would like feedback from who do not fall into the categories above.

Contributions	
Self	1
Manager	1
Peer	1
Direct Report	1
Stakeholder	1
Client	1
Other	1

Combined Group Scores (Spider Chart and Bar Chart)

Scoring Scale: 1 – Never 2 – Rarely 3 – Sometimes 4 – Usually 5 - Always

Both these charts show the same data, your report may have one, neither or both charts.

Shows:

For each 'Group' of questions, the combined average scores provided by all the people asked and plots these along with the scores you provided.

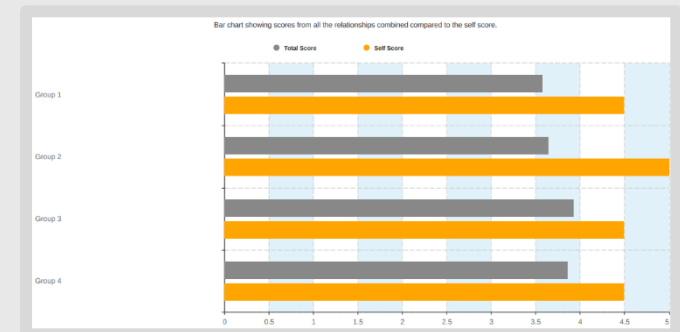
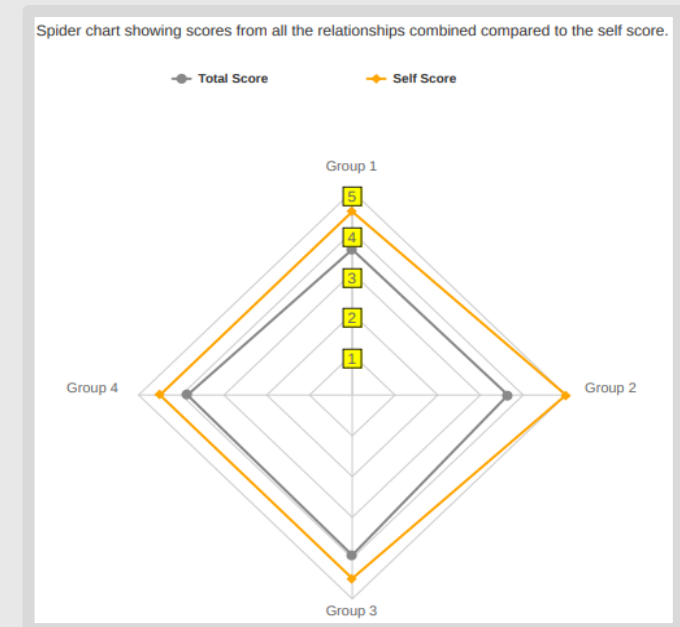
Suggestions:

The charts offer an insight into your 'self-perception', therefore the critical area to look for is how close your perception is to that of the other people asked.

- What could be causing the difference in perception?
- How accurate is my self-perception?
- What are the implications for me of the difference?
- How can I change the perception?

In the example:

The self-perception is not aligned with any others in the groups of questions. What is causing the difference?



These charts appear as default in all our report layouts – Icskills360 Standard, Lite and SuperLite.

Group Scores by Relationship (Spider Chart and Bar Chart)

Scoring Scale: 1 – Never 2 – Rarely 3 – Sometimes 4 – Usually 5 - Always

Both these charts show the same data, your report may have one, neither or both charts.

Shows:

For each 'Group' of questions, the average scores provided by the relationship type of people asked and are plotted as bars or lines for each relationship.

Suggestions:

The charts show trends and differences in perception between the relationships – In a similar way to the charts on page 4 - but showing the differences between the various relationships.

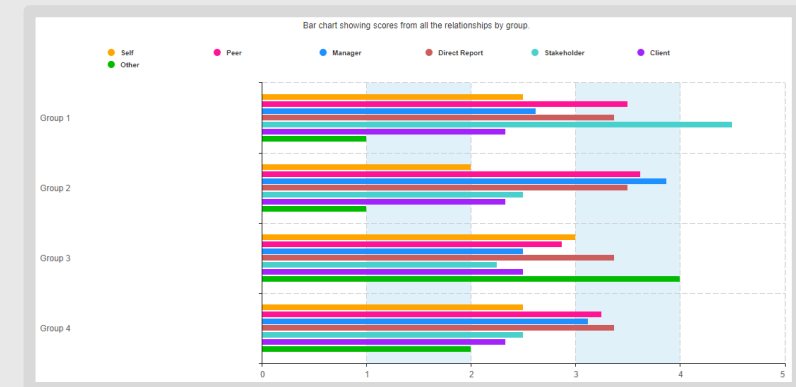
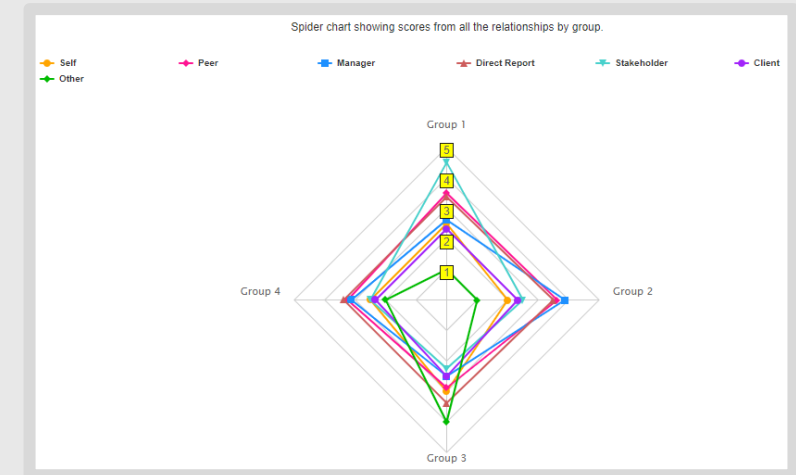
Ask Yourself:

- How closely aligned are the perceptions?
- Is there a trend in one or more groups?
- What are the implications for me of the difference?
- How can I change the perception?

In the example:

Within the group 'Group 1', the difference in perception of Stakeholder (pale blue) to Other (green) is significant.
What could be causing this difference?

There is a higher scoring trend in the group 'Group 3' for others compared to any other relationship.
What could be causing this difference?



This chart appears as default in all our report layouts – Icskills360 Standard, Life and SuperLite.

Group Analysis – Main Chart

Scoring Scale: 1 – Never 2 – Rarely 3 – Sometimes 4 – Usually 5 – Always

Shows:

For each 'Question', the average scores provided by the relationship type of people asked and are plotted as bars for each relationship.

Suggestions:

The charts show trends and differences in perception.

Ask Yourself:

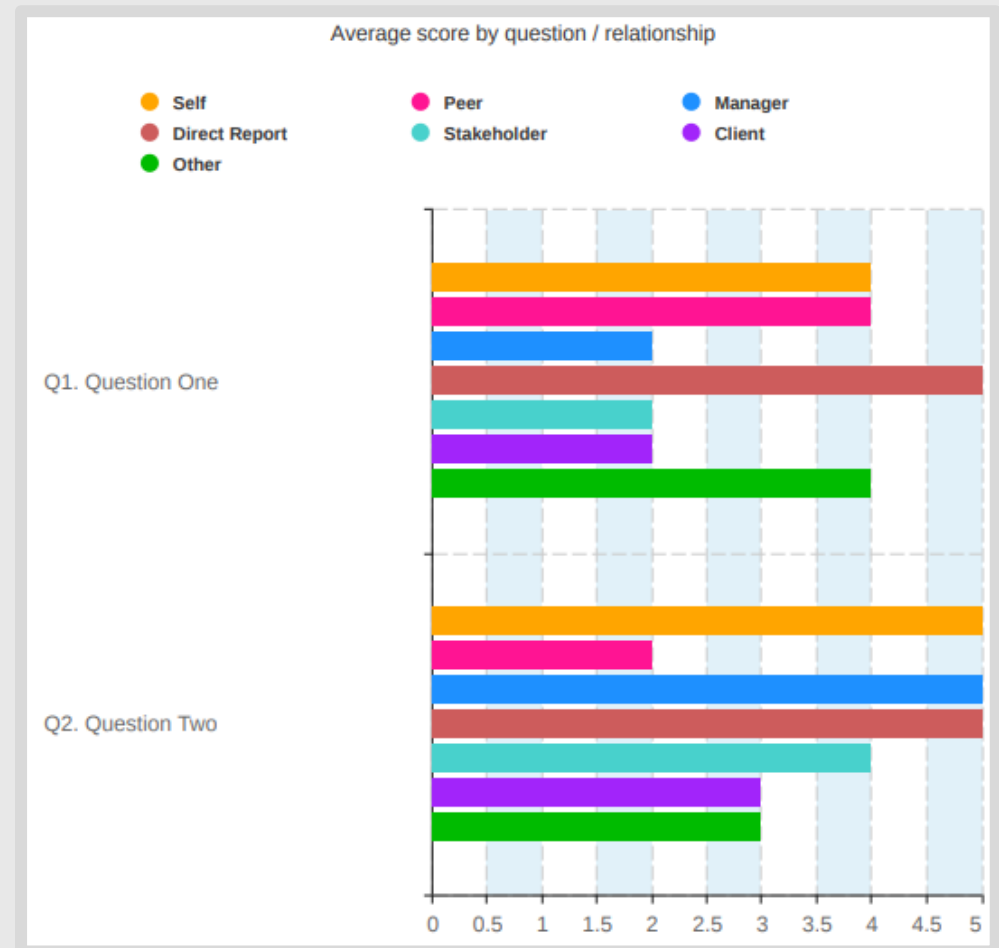
- How closely aligned are the perceptions?
- Is there a trend in one or more questions?
- What are the implications within my role?
- How can I develop in this area?

In the example:

In Question Two, the Manager, Direct Reports and Self have scored significantly different to the other scores, indicating that there is a big difference of opinion.

What could be causing this?

This chart appears as default in all our report layouts – Icskills360 Standard, Lite and SuperLite.



Group Analysis – Average Score by Question & Group Average vs. Entire Report Average

Scoring Scale: 1 – Never 2 – Rarely 3 – Sometimes 4 – Usually 5 – Always

Shows:

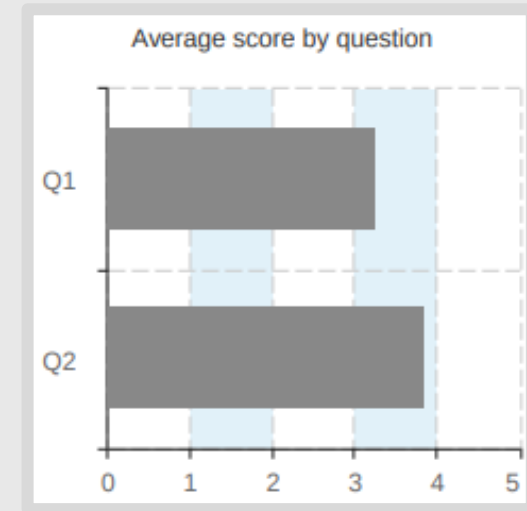
The combined average score from all people asked for each of the questions.

Suggestions:

The chart indicates trends within a question group.

Ask Yourself:

- Where am I strong or weak within this group?



Shows:

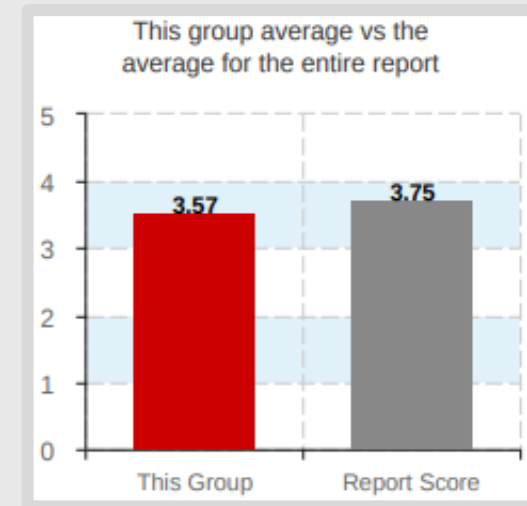
The combined average score for this Group of questions and compares the result to the Overall average score for the whole report.

Suggestions:

The chart indicates if this group of questions is stronger or weaker compared to the rest of the document.

Ask Yourself:

- How does this group compare?



These charts appear as default in our Icskills360 Standard report layout.

Group Analysis – Average Group Score by Relationship & Overall Average Group Score

Scoring Scale: 1 – Never 2 – Rarely 3 – Sometimes 4 – Usually 5 – Always

Shows:

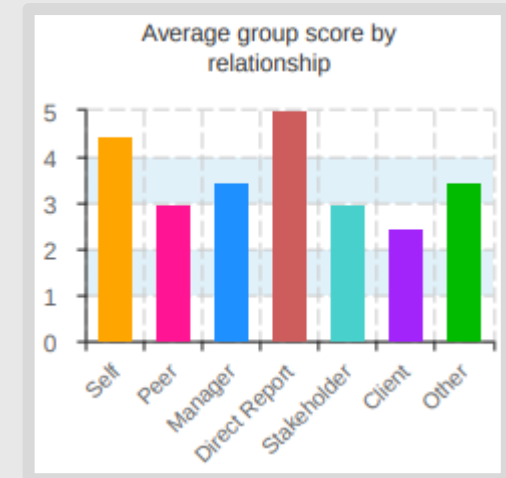
The combined average score for this Group of questions by the relationship type of people asked and the results are plotted as a bar for each relationship.

Suggestions:

The chart illustrates differences in perception between the relationships.

Ask Yourself:

- How do the different groups of people see me?
- What could cause the difference?



Shows:

The combined average score for this group of questions both as a number (in this case 3.57) and graphically on the chart.

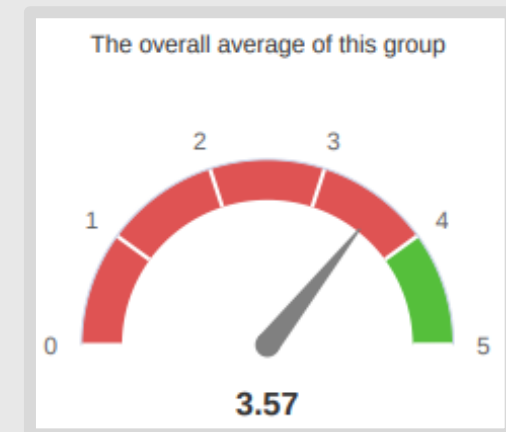
Suggestions:

The chart indicates the group average score and uses the cut off (4) to provide an instant view of Strength or Area for Development.

Note - see page 5 for an explanation of the cut-off.

Ask Yourself:

- How does this group score?
- Looking at the detail on the other charts – what is creating the score?



These charts appear as default in our Icskills360 Standard report layout.

Group Analysis – Range and Average score by question and Average score by relationship

Scoring Scale: 1 – Never 2 – Rarely 3 – Sometimes 4 – Usually 5 – Always

Shows:

The range of scores (the length of the bar), starts at the lowest single score and ends at the highest single score and also shows the average (excluding the self score) and the self score.

Suggestions:

The chart indicates the difference between the self score and the average score across the range of scores.

Ask Yourself:

- Where am I strong or weak within this group?

Shows:

The combined average score for this Group of questions by the relationship type of people asked and the results are plotted as a bar for each relationship.

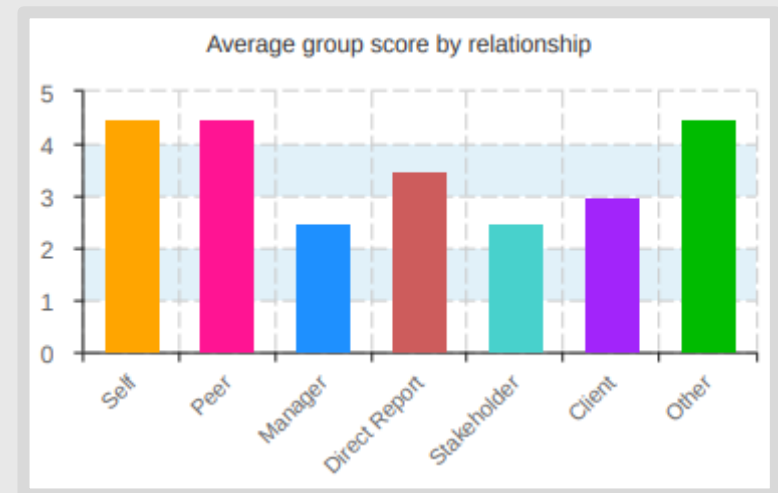
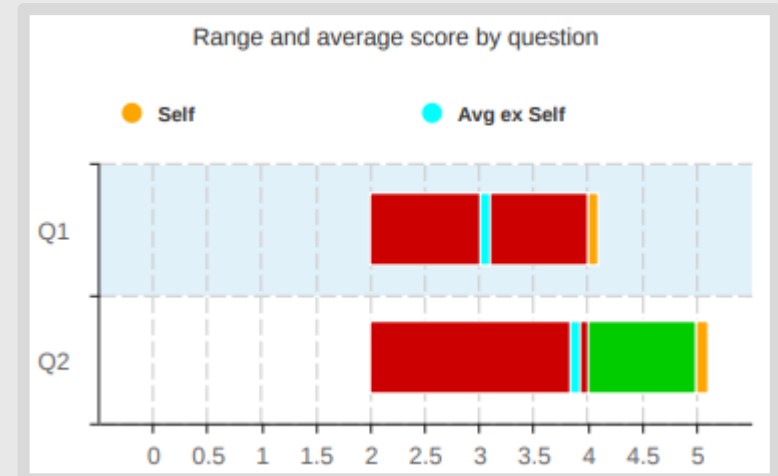
Suggestions:

The chart illustrates differences in perception between the relationships.

Ask Yourself:

- How do the different groups of people see me?
- What could cause the difference?

These charts appear as default in our Icskills360 Life report layout.



Groups Compared – Average Scores for each Group of Questions in rank order

Scoring Scale: 1 – Never 2 – Rarely 3 – Sometimes 4 – Usually 5 – Always

Shows:

For each 'Group' of questions, the average scores provided by all people asked and plots them in order.

Suggestions:

The chart shows trends.

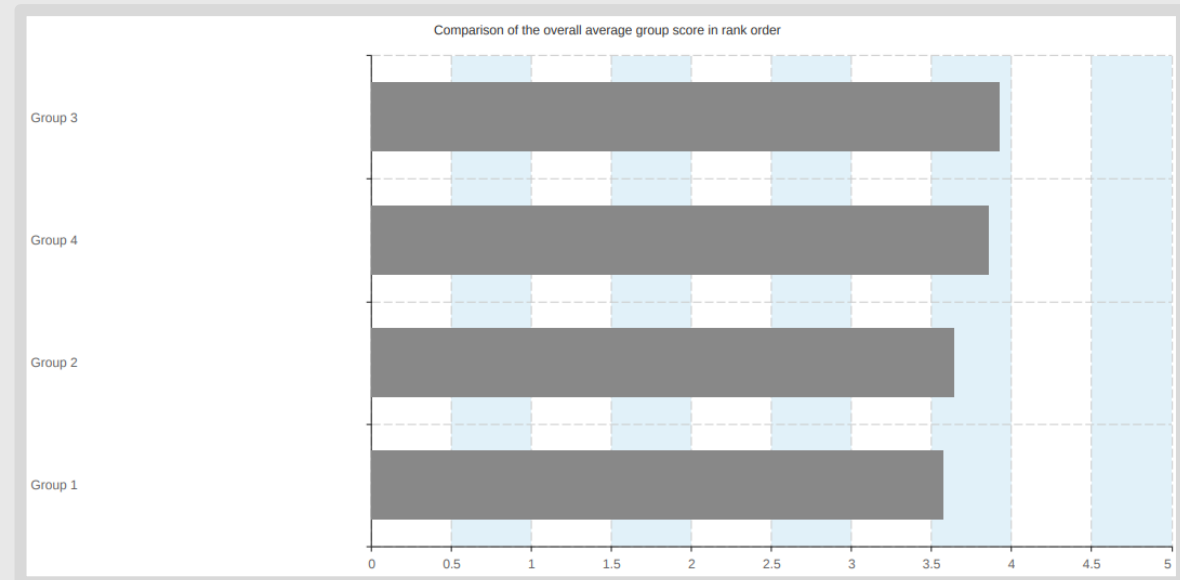
Ask Yourself:

- Overall, do the trends align with what is required in my role?
- Which group of questions should I develop?
- What are the implications in my role of the trends?
- Does this chart align with the text in the comments?

In the example:

'Group 3' – is the 'strongest' group.

'Group 1' – is the 'weakest' group.



This chart appears as default in all our report layouts – Icskills360 Standard, Lite and SuperLite.

Strengths and Developments

Scoring Scale: 1 – Never 2 – Rarely 3 – Sometimes 4 – Usually 5 – Always

Shows:

The highest scoring and the lowest scoring questions that have a score lower (or higher) than the cut-off used in the report.

The cut off in this example is set at 4.

The top 5 questions with an average score of 4 or more are listed as **Areas of Strength**.

The top 5 questions with an average score of less than 4 are listed as **Areas for Development**.

Suggestions:

This chart points directly at your **Areas to Develop** – these areas should be your primary focus for action planning.

The chart also indicates your **Areas of Strength** – how could you capitalise on these strengths?

Note:

The cut-off is designed to separate a Strength from an Area for Development. The cut-off point is set when the client selects the scoring scale.

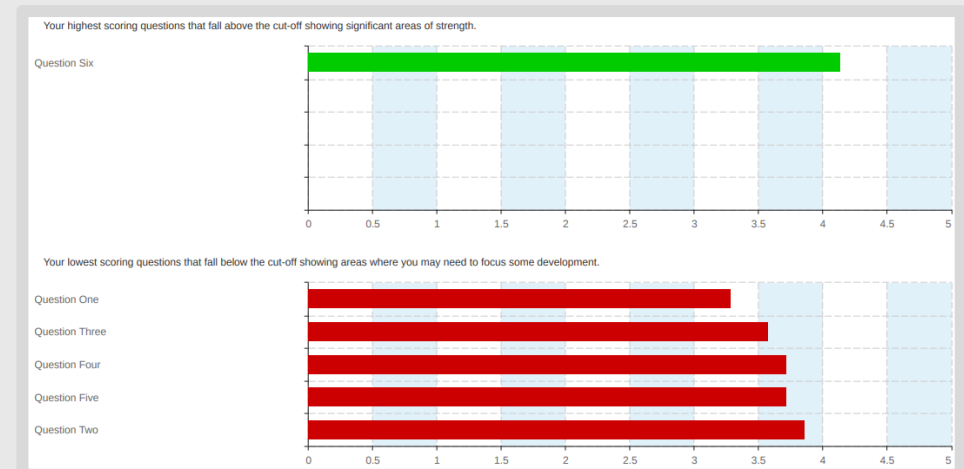
Typically, in a 1 to 4 scale the cut-off will be either 2 or 3.

In a 1 to 5 scale, the cut-off will be 3 or 4 and a 1 to 6 scale either 4 or 5.

The cut-off is reversed if the scale chosen is a reverse scale for example:

- If 1=weak and 5=strong the cut-off could be 3.
- If 5=weak and 1=strong the cut-off could be 2.

This chart appears as default in all our report layouts – Icskills360 Standard, Lite and SuperLite.



Contact Us

There is no such thing as a 'daft' question, so if we have not answered your question in one of the sections of this short guide, contact us on:

Email: support@icskills.com

We will get back to you with an answer.