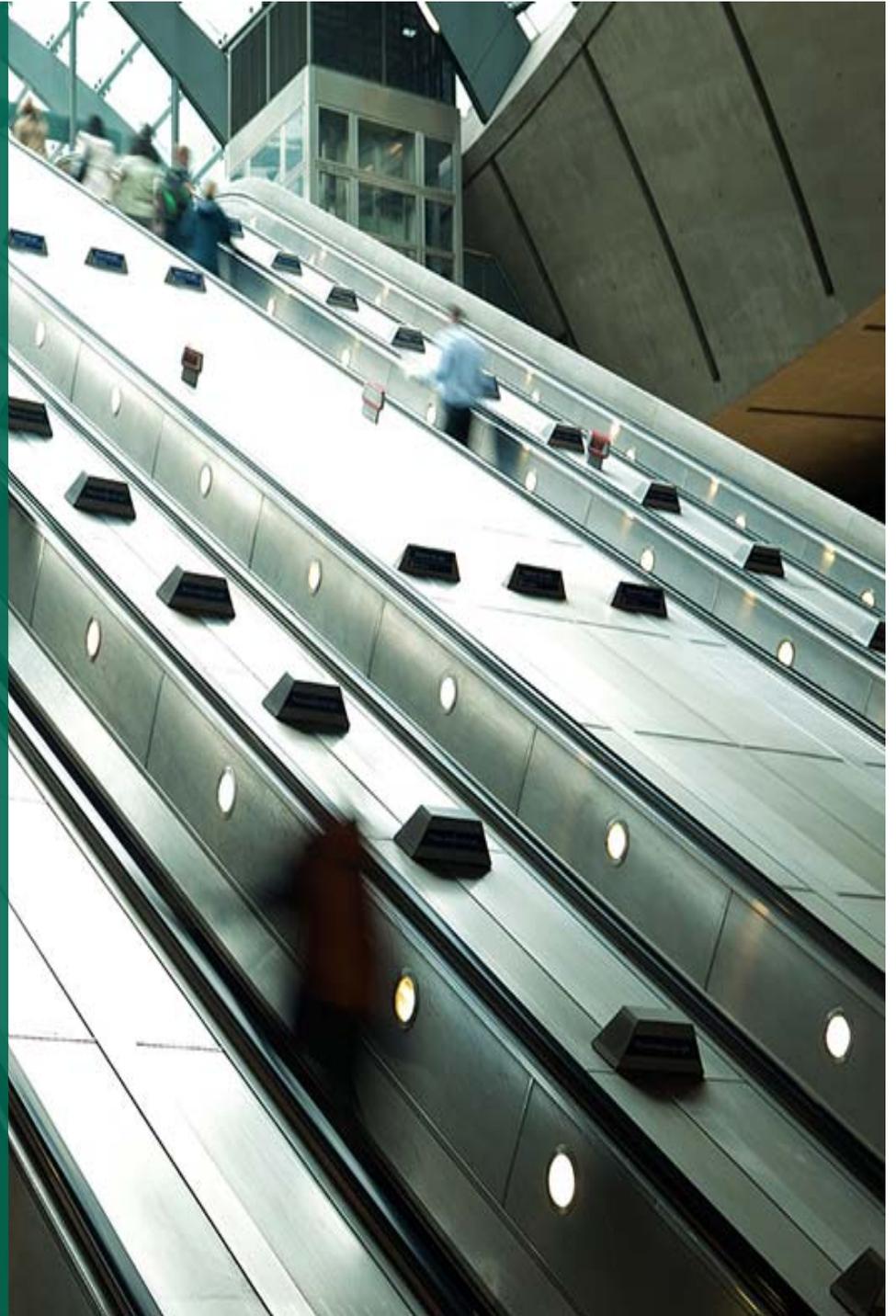


**KF360**  
Rater Experience



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# KF360 overview



## KF360 overview

Welcome to KF360, an online feedback system that provides a safe, convenient way for people to self-assess as well as to give feedback to, and get feedback from, others about their on-the-job skills and abilities.

We refer to the people who will receive feedback as Participants, and those providing the feedback as Raters. The assessment application invites you to rate a Participant on a variety of Korn Ferry Leadership Architect competencies (characteristics generally considered beneficial to career success).

The time required to complete the assessment depends upon the number of competencies requiring feedback. The system has been designed to allow you to take a break at any time during the rating process.

If you need technical assistance, contact your KF360 administrator directly, or the Global Survey Center at [surveycenter@kornferry.com](mailto:surveycenter@kornferry.com) or 612-337-8276.

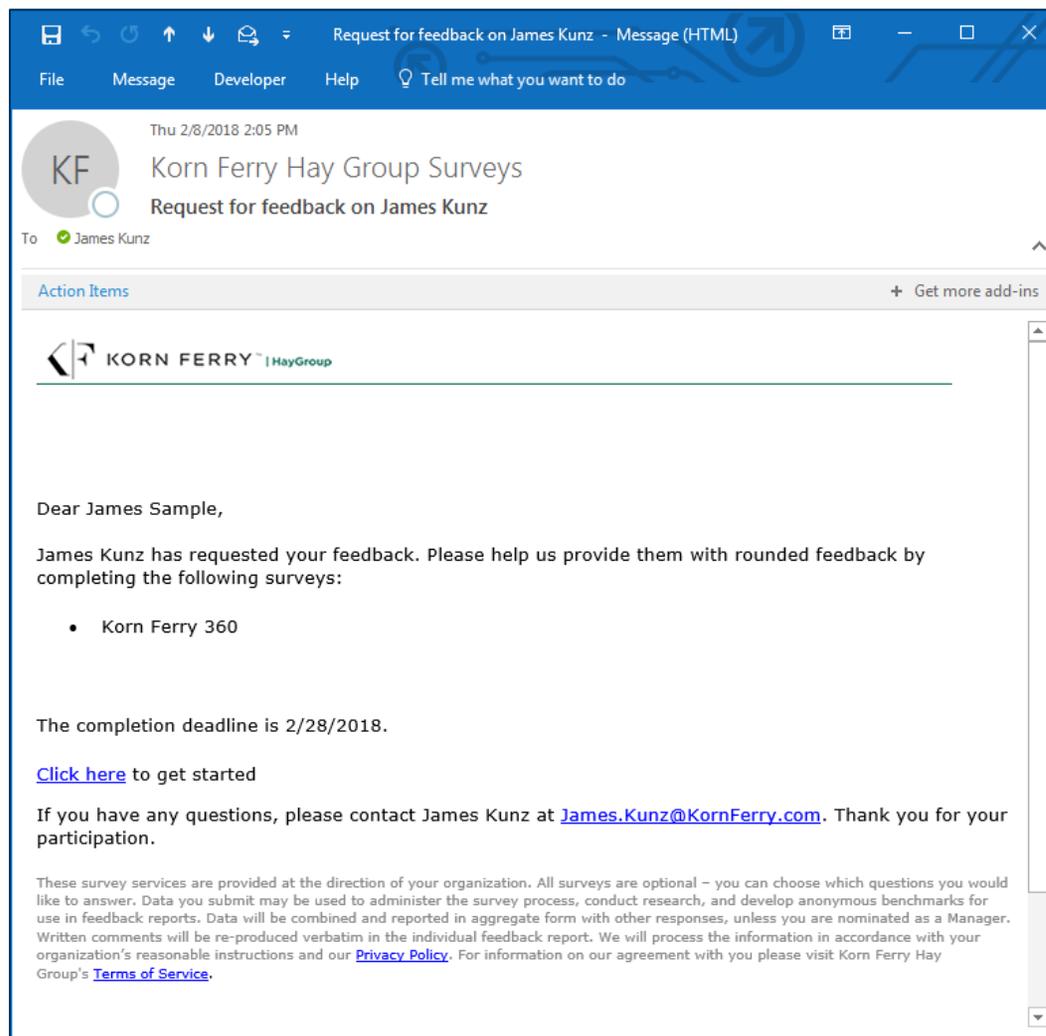


# Getting started



## Email notification

- As a rater, you will receive an email notification informing you of your pending assessments, and how to access them.
- The link is unique to you so **do not forward** to any other raters.
- Click on the “Click here” link to be automatically logged into the site and get started on the process. No username or password required!



## Global Privacy Policy consent

- The first page you will be presented with is Korn Ferry's Global Privacy Policy. You will be required to accept confirmation of this policy before proceeding.
- The full policy can be found [here](#).

### Confirmation of Global Privacy Policy

I confirm my consent to the collection, use and sharing of my information as solely described in the [Global Privacy Policy](#).

I also understand and agree that my information may be transferred outside the country that I am based to other locations, which may have different levels of data protection.

By selecting "Accept and Continue" you agree to these terms.

If you do not agree to these terms, please click "Cancel and Exit".

**Accept and continue**

Cancel and exit



## Complete my surveys

- Once logged in, you will see a tile for each available assessment or task here. Click Begin to start any task.
- If you have been invited to rate multiple participants, you will see a separate tile for each participant, sorted by nearest deadline. The text directly above the Begin button will indicate which participant the survey regards.
- You may select the survey language from the dropdown menu.
- You can view any previously-completed tasks by changing the View dropdown menu to “Previous tasks”.

The screenshot shows a user interface for a survey dashboard. At the top, it says "Welcome, James Sample" and provides instructions: "You have been asked to complete the following surveys. Take your time - think about each question independently and respond as precisely as possible." Below this is a section titled "My tasks". A dropdown menu is set to "View: Current tasks". A red box highlights this dropdown. Below the dropdown, a red box highlights the text "DEADLINE 28 February 2018". There are two survey tiles. Each tile has a "NOT STARTED" indicator, the title "Korn Ferry 360", and a "Language" dropdown menu set to "English (U.S.)". A red box highlights the "English (U.S.)" dropdown in the first tile. Below each tile is a "Begin" button. A red box highlights the "Begin" button in the first tile. The first tile is for "Survey for James Kunz" and the second is for "Survey for Sam Sample".

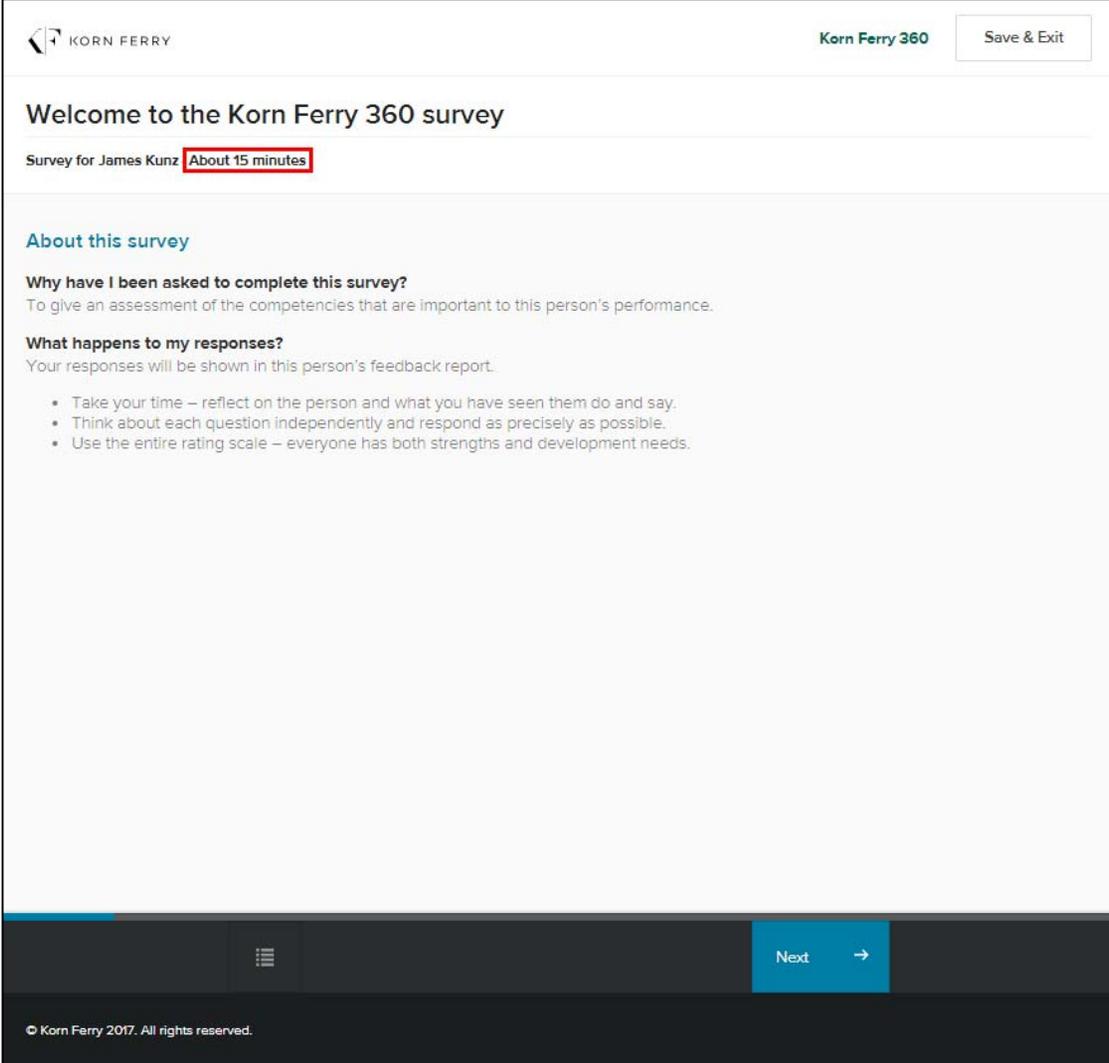


# Completing your assessment



## Survey welcome page

- The Welcome page has an introduction to KF360 which explains how to complete the assessment.
- A time estimate will display to give you an accurate estimate of how long it will take to complete your assessment.
- Click on “Start” to start the assessment process.
- If you lose your Internet connection at any point while you are completing the assessment, your responses will have been saved each time you progress on to the next page.



The screenshot shows the Korn Ferry 360 survey welcome page. At the top left is the Korn Ferry logo. At the top right, it says "Korn Ferry 360" and "Save & Exit". The main heading is "Welcome to the Korn Ferry 360 survey". Below that, it says "Survey for James Kunz" followed by a red box containing the text "About 15 minutes". The page is titled "About this survey" and contains the following text:

**Why have I been asked to complete this survey?**  
To give an assessment of the competencies that are important to this person's performance.

**What happens to my responses?**  
Your responses will be shown in this person's feedback report.

- Take your time – reflect on the person and what you have seen them do and say.
- Think about each question independently and respond as precisely as possible.
- Use the entire rating scale – everyone has both strengths and development needs.

At the bottom of the page, there is a "Next" button with a right arrow. The footer contains the text "© Korn Ferry 2017. All rights reserved."



## Rating competencies and importance

- When you begin the assessment, you will see a competency title and definition along the top. You will be asked to rate the participant on their skill of this competency.
- You may also be asked to rate the importance of a competency. Please note that this question is not asking how important this competency is to the participant as an individual, but rather how important it is for success in their job role generally.
- Please respond honestly. It is important to be as candid and accurate as possible when completing this assessment.

The screenshot shows the Korn Ferry 360 assessment interface for the 'Customer focus' competency. At the top, the Korn Ferry logo is on the left, and 'Korn Ferry 360' and 'Save & Exit' are on the right. The competency title 'Customer focus' is displayed, with a red arrow pointing to it labeled 'Title'. Below the title is the definition: 'Gains insight into customer needs. Identifies opportunities that benefit the customer. Builds and delivers solutions that meet customer expectations. Establishes and maintains effective customer relationships.' A red arrow points to this text labeled 'Definition'. The survey is for 'James Kunz'. The first question is 'How would you describe this person's demonstration of this competency?' with a help icon. The response options are: 'A serious issue', 'Weakness', 'Skilled/OK' (selected with a blue checkmark), 'Talented', 'Towering strength', and 'Don't know'. The second question is 'How important is this competency for success in the role?' with a help icon. The response options are: 'Not important', 'Less important', 'Useful/Nice to have', 'Very important' (selected with a blue checkmark), 'Mission critical', and 'Don't know'. Below the questions is a 'Comments' section with a text input field labeled 'Enter comments'. At the bottom, there is a navigation bar with a menu icon, 'Previous' and 'Next' buttons, and a copyright notice: '© Korn Ferry 2017. All rights reserved.'



# Competency rating scale definitions

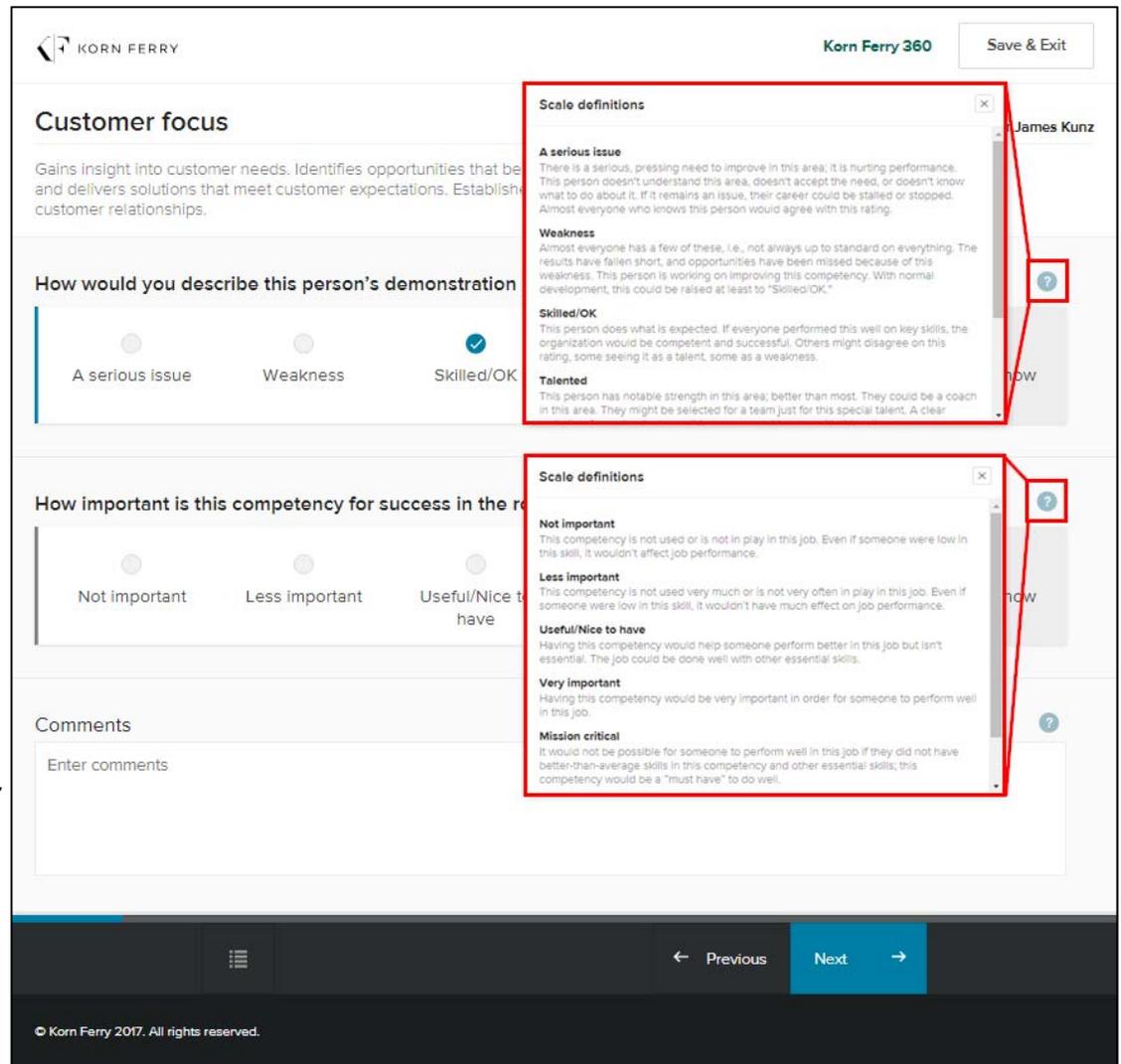
- Clicking the  icon will open up a modal window to provide you with definitions of each scale point to further align your ratings.
- A “Don’t Know” rating will not be counted in the calculation of the participant’s average scores.

**Note:**

In the final report ([view a sample here](#)), an average rating (by rater group) is shared along with a worldwide benchmark in eight categories:

- Self
- Manager
- People You Lead
- Peers
- Customers
- Other Raters
- Manager's Manager
- Other Manager

The report also shares the extent to which you, as a rater group, agree on the skill level and importance of each competency by sharing a "High", "Moderate", or "Low" Agreement icon.



The screenshot displays the Korn Ferry 360 interface for a competency rating. The main section is titled "Customer focus" and includes a description: "Gains insight into customer needs. Identifies opportunities that be and delivers solutions that meet customer expectations. Establish customer relationships." Below this is a question: "How would you describe this person's demonstration" with three radio button options: "A serious issue", "Weakness", and "Skilled/OK" (which is selected). A modal window titled "Scale definitions" is open, showing definitions for "A serious issue", "Weakness", "Skilled/OK", and "Talented". A red box highlights the "A serious issue" definition and a help icon (question mark) next to it. Another modal window is open for the question "How important is this competency for success in the role" with options "Not important", "Less important", and "Useful/Nice to have". A second red box highlights the "Not important" definition and its help icon. At the bottom, there is a "Comments" section with a text input field and "Previous" and "Next" navigation buttons.

# Rating overuse

- When you give a "Towering Strength" or "Talented" skill rating, an additional follow up question will appear below the skill rating question.
- You will be provided with an Overuse definition. Read the behavioral descriptors in this definition carefully, and respond accordingly.

The screenshot displays the Korn Ferry 360 survey interface. At the top, the Korn Ferry logo and 'Korn Ferry 360' are visible, along with a 'Save & Exit' button. The main heading is 'Customer focus', with a sub-heading 'Survey for James Kunz'. Below this, a description of the competency is provided: 'Gains insight into customer needs. Identifies opportunities that benefit the customer. Builds and delivers solutions that meet customer expectations. Establishes and maintains effective customer relationships.'

The first question is 'How would you describe this person's demonstration of this competency?'. It features a horizontal scale with six options: 'A serious issue', 'Weakness', 'Skilled/OK', 'Talented', 'Towering strength', and 'Don't know'. The 'Talented' option is selected, indicated by a blue checkmark.

The second question, 'To what extent does this person overuse this competency?', is highlighted with a red box. It includes an 'Overuse definition' section: 'Prioritizes information about customers over other important business realities. In the efforts to satisfy customers, takes liberties with the organization's policies and procedures. Becomes too close to customers; makes promises to customers that the organization is unable to keep.' Below the definition is a horizontal scale with six options: 'Constantly', 'Much of the time', 'Some of the time', 'Every so often', 'Not at all', and 'Don't know'. The 'Some of the time' option is selected, indicated by a blue checkmark.

The third question is 'How important is this competency for success in the role?'. It features a horizontal scale with six options, with the fourth option selected, indicated by a blue checkmark.

At the bottom of the interface, there are navigation buttons for 'Previous' and 'Next', and a copyright notice: '© Korn Ferry 2017. All rights reserved.'



## Adding comments

- You may enter notes that are specific to the competency in the box at the bottom of each rating screen.
- Any comments will appear in the report exactly as entered into this box and are not translated nor reviewed.

### Note:

In the final report ([view a sample here](#)), comments are grouped into four categories:

- *Manager*
- *Manager's Manager*
- *Other Manager*
- *Other Raters*

If you are not this person's manager (current or other) or their manager's manager, your comments will be grouped together into the 'Other Raters' category.

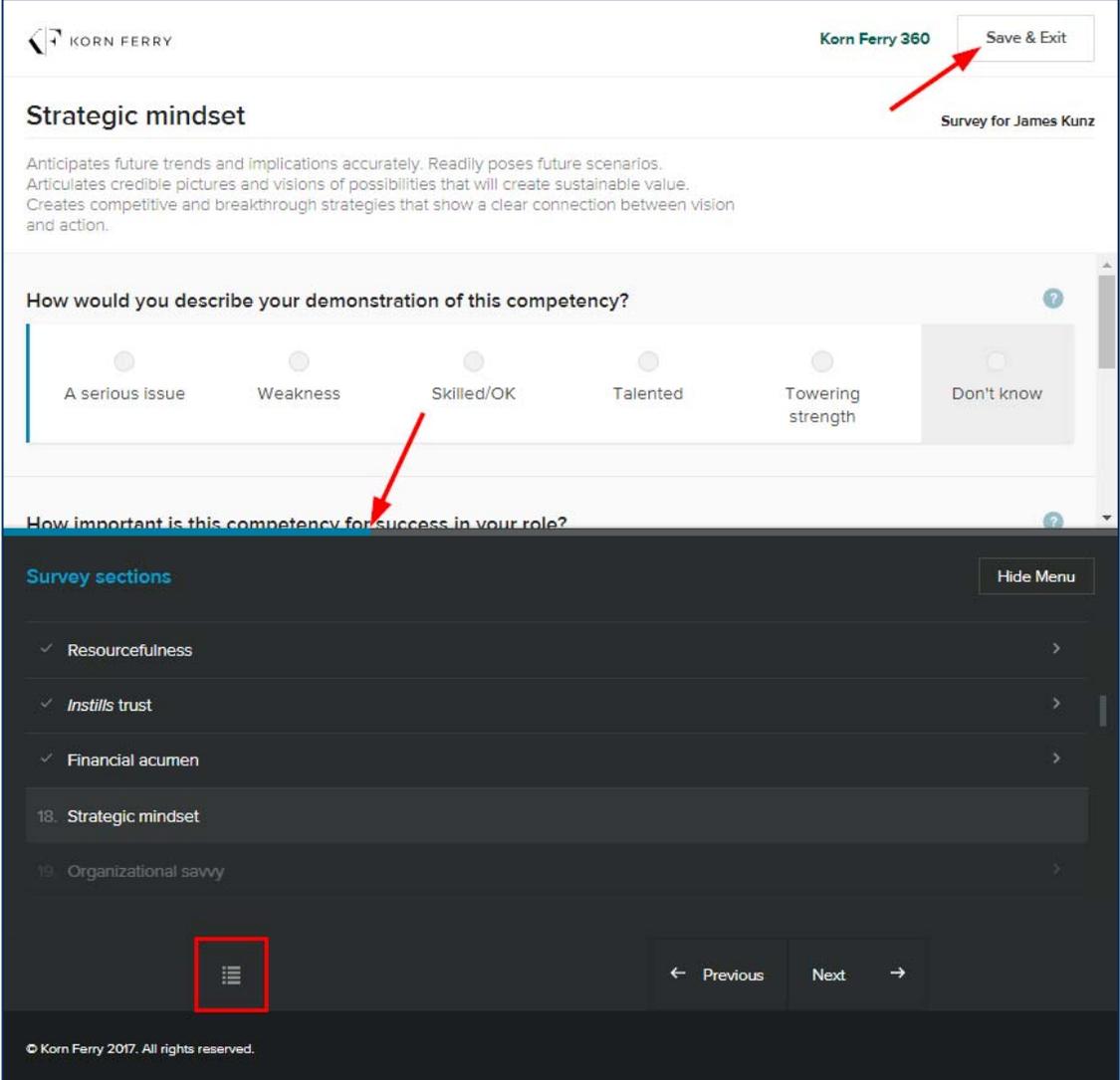
The screenshot shows the Korn Ferry 360 survey interface for the 'Customer focus' competency. The header includes the Korn Ferry logo, 'Korn Ferry 360', and a 'Save & Exit' button. The competency description is: 'Gains insight into customer needs. Identifies opportunities that benefit the customer. Builds and delivers solutions that meet customer expectations. Establishes and maintains effective customer relationships.' Below this is a 'keep.' label and a question: 'To what extent does this person overuse this competency?'. The response options are: 'Constantly', 'Much of the time', 'Some of the time' (selected), 'Every so often', 'Not at all', and 'Don't know'. Below this is another question: 'How important is this competency for success in the role?'. The response options are: 'Not important', 'Less important', 'Useful/Nice to have', 'Very important' (selected), 'Mission critical', and 'Don't know'. At the bottom, there is a 'Comments' section with a text input field labeled 'Enter comments'. A red arrow points to the 'Comments' label. The footer includes a menu icon, 'Previous' and 'Next' navigation buttons, and the copyright notice '© Korn Ferry 2017. All rights reserved.'



## Navigating the survey

- Your survey progress will be indicated by a thin blue bar expanding across the bottom of your page.
- If you need to take a break and come back to finish the survey later, click the “Save & Exit” button in the top right corner. When you return (using the same link in your email), you will be taken right back to the page from which you exited.
- To navigate to a previously-completed competency, open the navigation window by clicking on the menu button  at the bottom. This will expand a menu to allow you to move to any previously-completed competency.

*Note: You cannot skip ahead.*



The screenshot displays the Korn Ferry 360 survey interface. At the top right, there is a "Save & Exit" button. The main content area shows a competency titled "Strategic mindset" with a description: "Anticipates future trends and implications accurately. Readily poses future scenarios. Articulates credible pictures and visions of possibilities that will create sustainable value. Creates competitive and breakthrough strategies that show a clear connection between vision and action." Below this, a question asks "How would you describe your demonstration of this competency?" with five radio button options: "A serious issue", "Weakness", "Skilled/OK", "Talented", and "Towering strength". A "Don't know" option is also present. A red arrow points to the "Skilled/OK" option. Below the question, another question asks "How important is this competency for success in your role?". At the bottom, a navigation menu is visible, listing several competencies: "Resourcefulness", "Instills trust", "Financial acumen", "18. Strategic mindset", and "19. Organizational savvy". The "18. Strategic mindset" item is highlighted. A red box highlights the hamburger menu icon at the bottom left of the navigation menu. At the bottom right, there are "Previous" and "Next" navigation buttons. The footer contains the text "© Korn Ferry 2017. All rights reserved."



# Competency summary

- After rating all of the survey items, you will be taken to a competency summary page.
- You can change your skill and importance ratings here by using the dropdown menu (importance) and radio buttons (skill).
- You should use this page to ensure you have a good distribution of ratings. Remember that everyone has both strengths and development needs.

*Note: Due to size restrictions, this summary page will not appear on a mobile or tablet device.*


Korn Ferry 360
Save & Exit

## Competency summary

Survey for James Kunz

Please review the summary of all your responses. If you want to change any, you can. Remember that everyone has both strengths and development needs.

Expand All

Competency	Importance	A serious issue	Weakness	Skilled/OK	Talented	Towering strength	Don't know	
Drives engagement ?	Very important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	▼
Balances stakeholders ?	Less important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	▼
Values differences ?	Mission critical	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	▼
Manages conflict ?	Very important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	▼
Persuades ?	Useful/Nice to have	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	▼
Interpersonal savvy ?	Not important	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	▼
Manages complexity ?	Not important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	▼
Develops talent ?	Mission critical	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	▼
Global perspective ?	Don't know	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	▼
Builds effective teams ?	Useful/Nice to have	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	▼

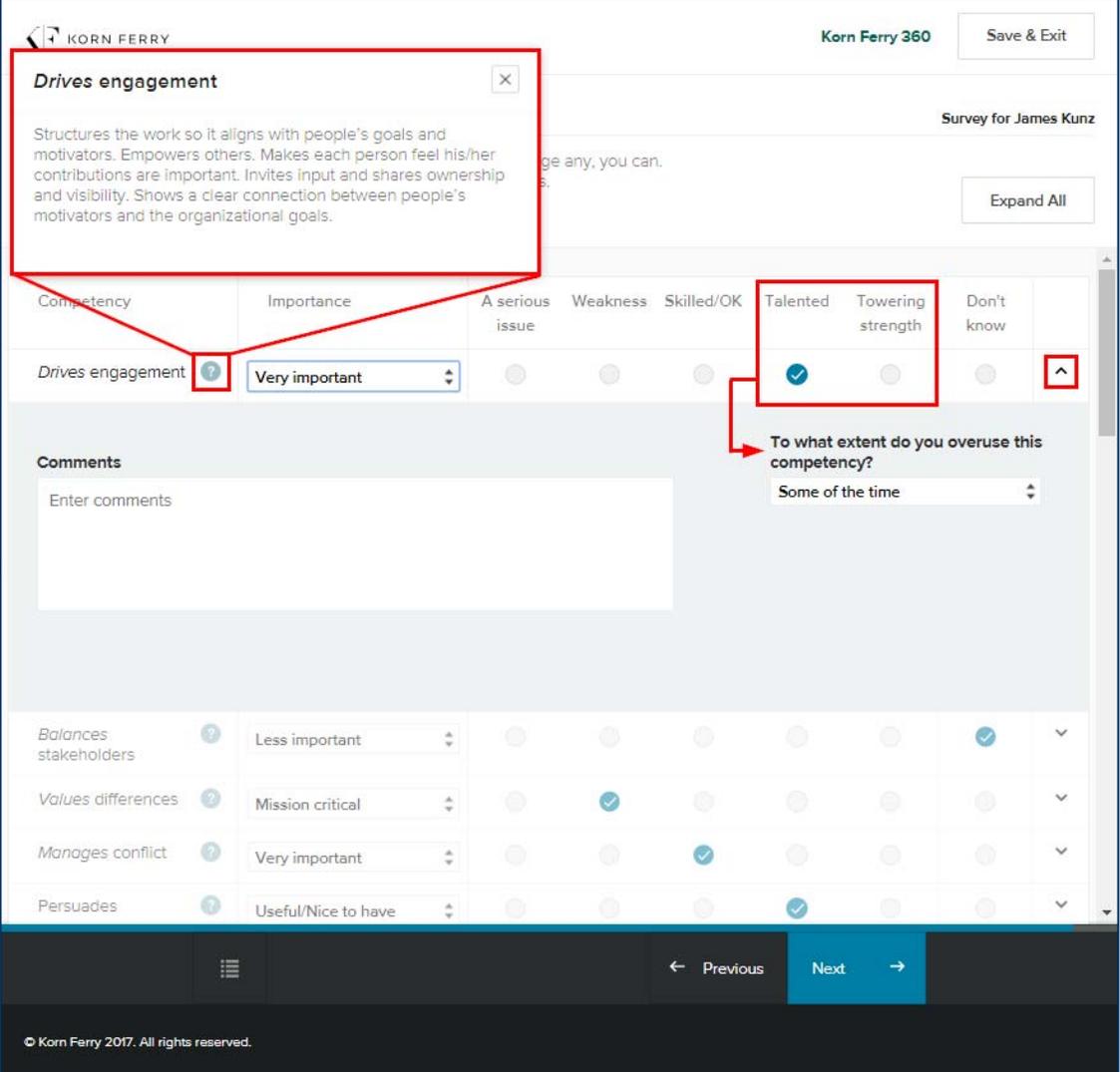
☰
← Previous
Next
→

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## Competency summary (cont.)

- To review the definition of a competency, click on the  icon next to the competency name.
- If you change your rating to “Talented” or “Towering Strength”, a drawer will expand below the competency row and you will be required to answer the Overuse question.
- To enter or edit comments, you can also expand a drawer for the competency by clicking the down chevron  in the right-most column. Collapse the drawer again by clicking the up chevron .



The screenshot displays the Korn Ferry 360 survey interface. At the top, there is a header with the Korn Ferry logo, the text 'Korn Ferry 360', and a 'Save & Exit' button. Below the header, the survey title 'Survey for James Kunz' is visible. The main content area shows a table of competencies. The 'Drives engagement' competency is highlighted with a red box. A red-bordered drawer is open below it, showing the definition: 'Structures the work so it aligns with people's goals and motivators. Empowers others. Makes each person feel his/her contributions are important. Invites input and shares ownership and visibility. Shows a clear connection between people's motivators and the organizational goals.' The 'Drives engagement' row in the table has a red box around the help icon and another around the 'Talented' rating, which is selected with a blue checkmark. A red arrow points from the 'Talented' rating to a dropdown menu for the 'Overuse' question, which is set to 'Some of the time'. Below the table, there is a 'Comments' section with a text input field. At the bottom of the interface, there are navigation buttons for 'Previous' and 'Next', and a copyright notice: '© Korn Ferry 2017. All rights reserved.'

Competency	Importance	A serious issue	Weakness	Skilled/OK	Talented	Towering strength	Don't know	
Drives engagement	Very important				<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Balances stakeholders	Less important				<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Values differences	Mission critical		<input checked="" type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Manages conflict	Very important			<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Persuades	Useful/Nice to have				<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	



## Submitting the assessment

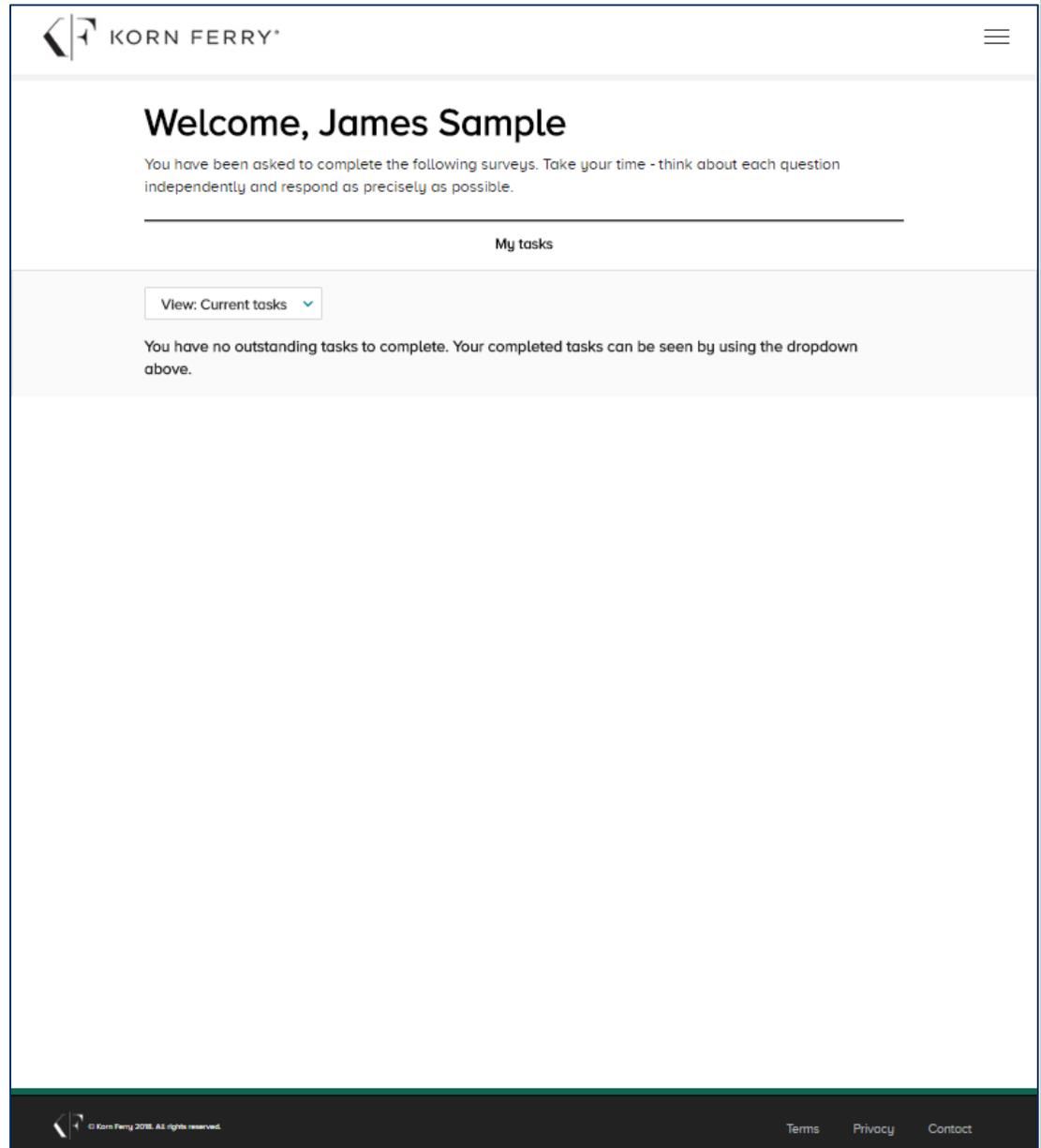
- Once you are satisfied with your responses, click “Submit” in the bottom right.
- A modal window will appear and ask you to confirm your submission. Once the assessment has been submitted, you **cannot make any changes to the ratings or comments**. To confirm you would like to submit the assessment, click “Submit”.

The screenshot displays the Korn Ferry 360 assessment interface. At the top, the Korn Ferry logo and 'Korn Ferry 360' are visible, along with a 'Save & Exit' button. The main heading is 'Career stallers and stoppers summary', with a sub-heading 'Survey for James Kunz'. Below this, there is a table of assessment items with columns for 'yes', 'not a problem', and 'know'. A modal window is overlaid on the screen, asking 'Are you ready to submit your responses?'. The modal text states: 'Once you submit your responses you will not be able to return to this survey. Submit if you are ready. Return to Survey if you want to review and change your responses.' At the bottom of the modal are two buttons: 'Return to Survey' and 'Submit'. A red arrow points to the 'Submit' button in the modal. Another red arrow points to the 'Submit' button in the bottom navigation bar of the interface. The bottom navigation bar also includes a 'Previous' button and a hamburger menu icon. At the very bottom, the copyright notice '© Korn Ferry 2017. All rights reserved.' is displayed.



## Completion verification

- Once your assessment has been submitted, you will be taken back to the Current tasks view of your assessment dashboard. You will notice that the Korn Ferry 360 tile for the participant you are rating is now gone.
- If you have completed all of your available tasks, you will see a note stating, “You have no outstanding tasks to complete.”



The screenshot displays the Korn Ferry user interface. At the top left is the Korn Ferry logo, and at the top right is a hamburger menu icon. The main heading reads "Welcome, James Sample". Below this, a message states: "You have been asked to complete the following surveys. Take your time - think about each question independently and respond as precisely as possible." A horizontal line separates this from the "My tasks" section. In the "My tasks" section, there is a dropdown menu currently set to "View: Current tasks". Below the dropdown, a message reads: "You have no outstanding tasks to complete. Your completed tasks can be seen by using the dropdown above." At the bottom of the page, there is a dark footer bar containing the Korn Ferry logo, the text "© Korn Ferry 2018. All rights reserved.", and links for "Terms", "Privacy", and "Contact".



