



Best Bank

Competency Review

2021

Dee Daniels





Assessment Details

Date of Assessment 08-12-2021
Business Unit Best Bank

Assessee Dee Daniels

Summary of Result

Legend

● 80.00 - 100.00 %	Exceptional
● 60.00 - 79.99 %	Acceptable
● 40.00 - 59.99 %	Requires Development
● 0.00 - 39.99 %	Critical Need for Development

Overall Result

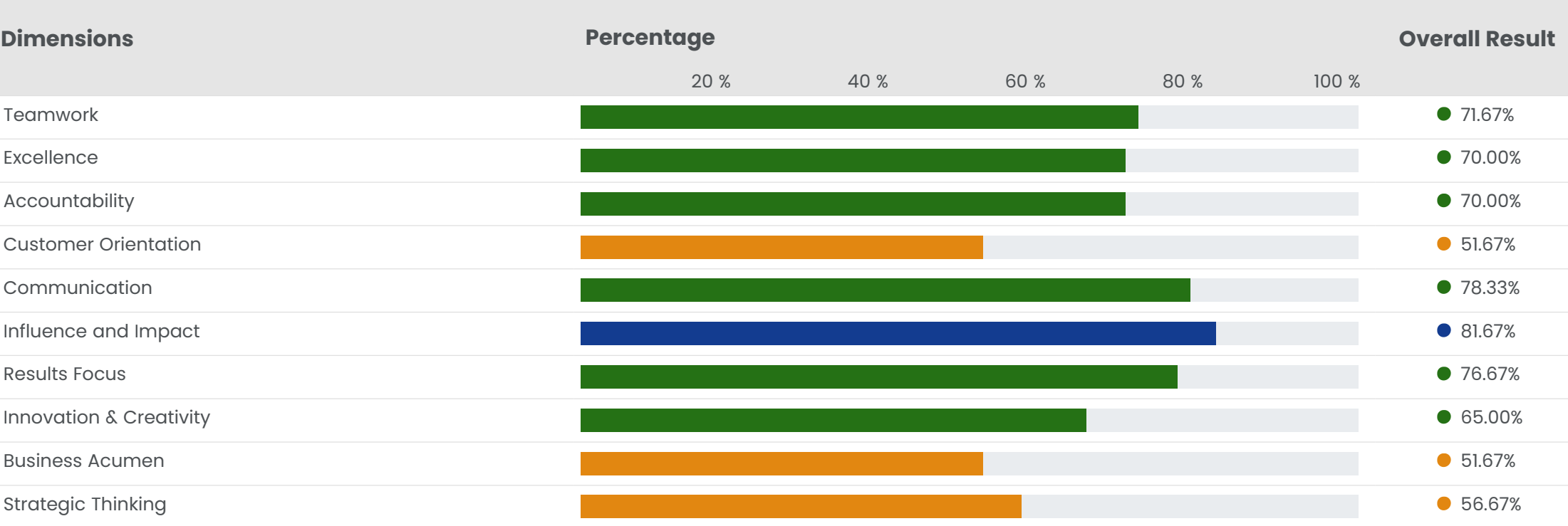
67.89%

Number of Assessors





Section 1 Summary View of Dimensions





Section 2 Detailed Results

Dimensions	Overall Result	Self	Direct Report	Manager	Peers
Teamwork	● 71.67%	● 70.00%	● 95.00%	● 80.00%	● 40.00%
- Creates a conducive environment for teamwork	● 73.33%	● 60.00%	● 100.00%	● 80.00%	● 40.00%
- Facilitates the sharing of expertise and resources	● 60.00%	● 80.00%	● 80.00%	● 60.00%	● 40.00%
- Harnesses the team's diverse expertise, competencies and background	● 73.33%	● 100.00%	● 100.00%	● 80.00%	● 40.00%
- Is resourceful within his/her team	● 80.00%	● 40.00%	● 100.00%	● 100.00%	● 40.00%
Excellence	● 70.00%	● 70.00%	● 85.00%	● 40.00%	● 85.00%
- Continuously looks for ways to improve the efficiency and quality of work	● 73.33%	● 60.00%	● 80.00%	● 40.00%	● 100.00%
- Demonstrates resilience against challenges to deliver expected standards	● 80.00%	● 60.00%	● 80.00%	● 60.00%	● 100.00%
- Is prompt in correcting deviations from set standards	● 73.33%	● 80.00%	● 100.00%	● 40.00%	● 80.00%
- Sets and meets high work standards	● 53.33%	● 80.00%	● 80.00%	● 20.00%	● 60.00%
Accountability	● 70.00%	● 65.00%	● 100.00%	● 50.00%	● 60.00%
- Identifies with the bank - 'I am NDB' attitude	● 73.33%	● 40.00%	● 100.00%	● 60.00%	● 60.00%
- Inspires others to be more professional	● 73.33%	● 60.00%	● 100.00%	● 60.00%	● 60.00%
- Makes principled decisions	● 73.33%	● 80.00%	● 100.00%	● 40.00%	● 80.00%
- Presents a calm, competent and professional image to the public	● 60.00%	● 80.00%	● 100.00%	● 40.00%	● 40.00%
Customer Orientation	● 51.67%	● 85.00%	● 60.00%	● 70.00%	● 25.00%



Dimensions	Overall Result	Self	Direct Report	Manager	Peers
- Builds networks to support customer relationships	53.33%	100.00%	60.00%	80.00%	20.00%
- Demonstrates a solid understanding of customer needs by consistently meeting their expectations	60.00%	100.00%	60.00%	80.00%	40.00%
- Establishes service standards and develops strategies to meet them	46.67%	60.00%	60.00%	60.00%	20.00%
- Receives positive customer feedback always	46.67%	80.00%	60.00%	60.00%	20.00%
Communication	78.33%	40.00%	85.00%	90.00%	60.00%
- Asks questions to confirm understanding and avoid miscommunications	73.33%	60.00%	80.00%	80.00%	60.00%
- Communicates intentions, ideas and feelings openly and directly	86.67%	20.00%	100.00%	100.00%	60.00%
- Comprehends written and oral information and takes appropriate action	80.00%	40.00%	80.00%	100.00%	60.00%
- Uses trust as a key aspect of effective communication	73.33%	40.00%	80.00%	80.00%	60.00%
Influence and Impact	81.67%	90.00%	50.00%	100.00%	95.00%
- Generates amongst team members to execute organizational plans	73.33%	80.00%	40.00%	100.00%	80.00%
- Keeps other informed on issues that affect them	86.67%	80.00%	60.00%	100.00%	100.00%
- Seeks a win/win without relegating to compromise	86.67%	100.00%	60.00%	100.00%	100.00%
- Uses effective interpersonal skills to gain acceptance and commitment from team members	80.00%	100.00%	40.00%	100.00%	100.00%
Results Focus	76.67%	80.00%	70.00%	80.00%	80.00%
- Demonstrates a definite sense of direction and purpose	86.67%	80.00%	80.00%	100.00%	80.00%
- Encourages and rewards good performance	73.33%	80.00%	60.00%	80.00%	80.00%



Dimensions	Overall Result	Self	Direct Report	Manager	Peers
- Regularly reviews organizational performance against strategic objectives	● 73.33%	● 80.00%	● 60.00%	● 80.00%	● 80.00%
- Uses an ethical strategy to influence the outcome of the situation	● 73.33%	● 80.00%	● 80.00%	● 60.00%	● 80.00%
Innovation & Creativity	● 65.00%	● 55.00%	● 95.00%	● 40.00%	● 60.00%
- Encourages, recognizes and rewards creativity in others	● 66.67%	● 60.00%	● 80.00%	● 40.00%	● 80.00%
- Facilitates generation of ideas around new products or services, approaches, methods or technologies	● 80.00%	● 40.00%	● 100.00%	● 40.00%	● 100.00%
- Takes 'smart' risks to get the job done	● 60.00%	● 60.00%	● 100.00%	● 60.00%	● 20.00%
- Thinks outside the box; demonstrates versatility	● 53.33%	● 60.00%	● 100.00%	● 20.00%	● 40.00%
Business Acumen	● 51.67%	● 40.00%	● 40.00%	● 50.00%	● 65.00%
- Fully understands the interrelationships and dynamics of the business environment	● 40.00%	● 60.00%	● 40.00%	● 40.00%	● 40.00%
- Identifies how the key drivers of the business relate to each other	● 53.33%	● 40.00%	● 60.00%	● 40.00%	● 60.00%
- Use of knowledge and data to make good business decisions	● 60.00%	● 40.00%	● 40.00%	● 60.00%	● 80.00%
- Utilizes company's financial data to influence new business direction	● 53.33%	● 20.00%	● 20.00%	● 60.00%	● 80.00%
Strategic Thinking	● 56.67%	● 60.00%	● 30.00%	● 60.00%	● 80.00%
- Supports, promotes and ensures alignment between functional work and overall strategy	● 53.33%	● 60.00%	● 20.00%	● 60.00%	● 80.00%
- Thinks and acts strategically	● 60.00%	● 60.00%	● 40.00%	● 60.00%	● 80.00%



Section 3 Qualitative Feedback

Dee does well at:

Direct Report comment: N/A
 Manager comment: She is a good manager and knows how to plan and execute task
 Peers comment: executing and delegating of task
 Self comment: overall planning and execution of task

Dee could be better in:

Direct Report comment: N/A
 Manager comment: Overall communication to management
 Peers comment: communicating
 Self comment: delegation of work

Dee should consider doing more of:

Direct Report comment: N/A
 Manager comment: Delegating task
 Peers comment: N/A
 Self comment: Planning

General Comments:

Direct Report comment: N/A
 Manager comment: Overall Dee is an asset to the company
 Peers comment: N/A
 Self comment: No comment

