



Should Ask Questions

How many Raters should I set up?

We recommend that you receive feedback from 8-12 Raters for well-rounded feedback. This allows you to receive feedback from people both internal and external to your organization.

You need to have at least three Raters in each category for us to breakout that category on your report, except for the Rater in "Your Boss" category. We recommend that you inform your Boss in advance that his/her scores will be reported alone. If you do not have more than three Raters in a category, we will combine Raters into a single category before printing and note this on your report.

Who Should I Invite As Raters?

Select people who have seen in you in different situations over more than a few months. At a minimum, invite your boss and each of your direct reports. After that, consider some or all of the following:

- Members of the Board of your organization
- Members of external boards you sit on
- Your company's CPA, attorney, and banker
- When your company is owned by a private equity firm, invite the partners or directors of that firm you interact with the most
- If your company is family owned, invite family members with whom you have frequent contact
- Vendors and service providers with whom you've had a long relationship

We do not recommend inviting members of your immediate family, close personal friends, and others who are less likely to give you honest, candid feedback. To ensure your sample is representative of the people you impact, consider including some people you know are not your biggest "fans."

When Should I Conduct My Assessment?

We suggest avoiding the week before and after a national holiday and major religious holidays. Other than those times, conduct the survey whenever it's convenient for you and your Raters.

I've just accepted a new job outside my company. Should I conduct an assessment before I leave?

In a word, "yes." While it may be seen as unconventional and is likely to catch some people off-guard, it's likely your Raters will be very honest. Think of it as their "get out of jail free card" to tell you what they thought of you without any risk.



How long should it take to do the assessment?

There are two steps in our process and each step takes about 7-10 minutes.

1. Set up your Raters
2. Take the self-assessment

If you are only taking the complimentary self-assessment, you will not be required to set up outside Raters and can take your self-assessment and print your report immediately. You can complete the entire process in one sitting in less than seven minutes.

How soon after purchasing my assessment package do I have to set up my Raters?

You have four (4) months from the time of your purchase your package to select your Raters. After receiving your order we will post a worksheet in your personal and confidential Google Folder into which you can load the details about your Raters.

Can I get a pro-rata credit for any unused Raters in my assessment package or for Raters who do not respond to my request for feedback?

No. Please be careful in selecting the size assessment package you purchase and who you invite to give you feedback. You can add or change Raters at any time prior to the opening of your assessment to responses. To add or change Raters after sending us your initial list, please contact us at assessments@leaderswithcourage.com.

What Should I Tell My Raters?

We recommend that you notify your Raters in advance that you will be asking them for their feedback and to be on the lookout for their instructions in an email from assessments@leaderswithcourage.com. We will provide you with a draft of a script or note that you can modify to match your communication style.

We also recommend that you and your Raters finish the assessment within one week of us sending them their the link to it.

Will you send my Raters any reminders to complete the Assessment?

We will keep your assessment open to responses for two weeks. During that time we will send out three reminders to non-respondents. The first reminder will go out two days after the assessment is open to responses. The second reminder will go out one week after the survey was opened, and the final reminder will go out two days before the assessment will be closed to responses.

One of my Raters told me that the link you provided in an email is broken. How do we fix that?

Please ask them to clear their browser history and close all browser windows. Then click the link



or copy and paste the link into a new browser window. Or, just have them contact us at assessments@leaderswithcourage.com.

One of my Raters says she has rated me but is still receiving reminder emails requesting she complete the assessment.

Ask the Rater to login to the Rater link again to see if they are taken to the last page of the report and simply need to click the submit button.

One of my Raters says they did not get the email to rate me. How do I resend the instructional email to my Rater?

If your Rater did not receive their instructional email with steps to complete the assessment about you, please ask them to check their spam filter or spam box. In addition, ask them to update their spam filter to accept all emails coming from the @leaderswithcourage.com domain to ensure they receive future email deliveries.

Before asking us to resend their instructional email, please double check their email address.

How will my Raters know what to do?

Raters, including yourself, will receive an email from assessment@leaderswithcourage.com with instructions to complete the assessment.

I started rating someone and realized I was rating them backward. Can I start over?

Please contact us at assessment@leaderswithcourage.com and let us know if you are rating yourself or someone else and who that person is. We can delete your assessment and you can start over.

When can I expect to receive my report?

We will send you your detailed feedback report within two (2) weeks of closing your assessment to new responses. We will alert you when Rater categories have too few respondents in them and that they will be combined with Raters from another category.

What internet browser should I use to complete the assessment?

The *Leaders With Courage 360 Assessment* is optimized for all browsers. We do recommend that you close all browser windows before beginning the process. If you are experiencing problems and are using an older version of your browser, we recommend that you upgrade first and reboot your computer before attempting to load the assessment again.

My instructional email has not arrived. How can I get another copy?

First, please check your spam filter. Our emails are text based and usually make it past, but occasionally do get stuck in, your spam box or filter system. Secondly, please update your



spam filter to allow all emails coming from the @leaderswithcourage.com domain. This will ensure that future email deliveries from the assessment system or our staff will reach you. And lastly, please contact us at assessment@leaderswithcourage.com and we'll be happy to resend your instructional email.

Can I go back and see my ratings on someone?

In our experience, your first response is best and therefore we do not allow Raters to review rating pages once they have been completed.

What if a Rater gets interrupted while rating a leader?

The system saves each page as you submit it. Simply log in again and the survey will pick up where you left off. Once a Rater submits his or her completed assessment, they cannot go back to review or update their responses.

What if I'm still having trouble and just need a little extra help?

We're here to support you. Contact us at assessment@leaderswithcourage.com.