



INSTITUTE
OF THE MOTOR
INDUSTRY

IMI 360

REFLECTING ON MANAGEMENT PERFORMANCE

*IMI 360 provides a rounded review of
management performance and behaviours*



WHAT IS IMI 360?

IMI 360 is an effective assessment tool that provides an overall insight into your working style and behaviour. It gathers perceptions from a variety of sources, whilst allowing you to provide an insight into your working performance as you perceive it. All information is then measured against key competencies from the Automotive Management & Leadership Competency Framework, to assess management behaviours. IMI 360 can be used as a single appraisal solution, or as part of a wider IMI Accreditation assessment.

MANAGEMENT & LEADERSHIP COMPETENCY FRAMEWORK

The Framework is the industry-recognised standard for Management & Leadership within the retail motor sector. It is made up of 16 critical competencies that high-quality managers must demonstrate.

IMI 360 focuses on 7 of these competencies:

- Creating a winning culture
- Engaging the workforce
- Acting decisively
- Actively engaging in self-development
- Leading the team
- Using 'joined-up' thinking
- Operating with a 'can do' attitude

WHO IS IT SUITABLE FOR?

IMI 360 is mapped to the Automotive Management & Leadership Competency Framework, which has 3 levels of management assessment:

- First Line Manager
- Middle Manager
- Senior Manager

The survey sent to participating individuals is tailored to each level, and the results captured provide constructive discussion and development points.

HOW IS IMI 360 COMPLETED?

The process for completing IMI 360 is quick and straight forward. Your IMI 360 will be completed by you, your manager, and a handful of nominated colleagues chosen by you. The survey is easy to complete and as it is confidential, your colleagues are able to provide their honest opinion of your working performance. Most questions are multiple choice, but the end of the survey allows participants to include free-text responses surrounding performance and development areas. All results are gathered and collated together and a spidergram is created containing your individual results, displaying the high and low points raised. The IMI 360 report is clear and comprehensive.

BENEFITS

- Highlights areas of current competence
- Identifies areas for further development
- Bespoke solution according to your level of management
- Industry designed and approved
- Objective insight into your needs
- Aligned and updated with IMI Accreditation
- Provides an analysis of existing qualities, without de-motivating staff
- Opportunities to install customised measures for training and professional development
- Adapted to your specific business needs



Summary of Competencies

IMI

Does the candidate Create a Winning Culture?



Does the candidate Lead the Team?



Does the candidate Develop Self?



Does the candidate use Joined up Thinking?



Does the candidate Act Decisively?



Does the candidate have a Can Do Attitude?



Does the candidate Engage the Winner?

Spidergram

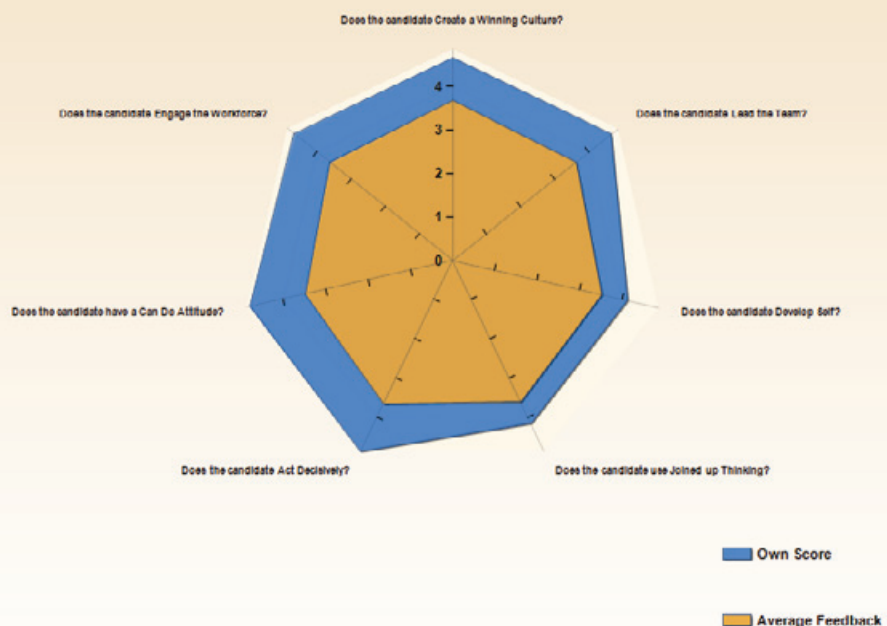
Summarises graphically how you rated yourself and compares it with the feedback you received

IMI

Measuring Scale

Always	Nearly
5	

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Highlights

Your ten highest scoring behaviours

	Self	Manager	Colleagues	Average
Gain respect of the team	5	0	5,3,3,5	4.20
Maintain a current level of competence	5	4	3,5,5,3	4.17
Consult with others to gain support and ensure decisions are in the best interests of the business	5	4	3,5,4,3	4.00
Build trust by demonstrating honesty	5	3	3,5,5,3	4.00
Build positive relationships in their area of responsibility	5	3	3,5,5,3	4.00
Demonstrate professional and ethical behaviour	5	3	3,5,5,3	4.00
Encourage co-operative and supportive team working	5	3	3,5,5,3	4.00
Find workable solutions to everyday problems	5	4	3,4,5,3	4.00
Make the transition from analysing the data to understanding the problem	5	0	3,4,5,3	4.00
Play their own part in the team	5	3	3,5,5,3	4.00

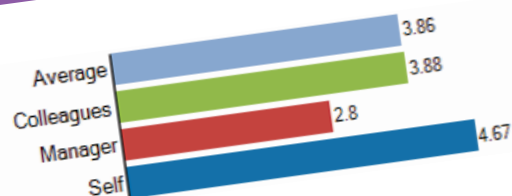
Lowlights

Your ten lowest scoring behaviours

	Self	Manager	Colleagues	Average
Accept developmental feedback	3	3	4,3,4,3	3.33
Demonstrate awareness of own shortfalls	4	2	4,3,4,3	3.33
Find ways to learn from others and maximise training and development opportunities	4	3	4,3,3,3	3.50
Consider one course of action over another	3	3	5,3,4,3	3.50
Assess options and consider the impact of decisions on other aspects of the business	4	3	4,3,4,3	3.50
Monitor standards	4	3	4,3,4,3	3.50
Present solutions to others rather than problems	4	2	5,3,4,3	3.50
Respond to areas which require changes in behaviour or skills	4	2	5,3,4,3	3.67
Appreciate the connection between conflicting business needs	4	2	4,3,5,3	3.67
Demonstrate a positive attitude when tackling issues and people	5	2	4,3,5,3	3.67

In detail: Does the candidate Create a Winning Culture?

Feedback Summary



Does the candidate Create a Winning Culture?

	Self	Manager	Colleagues	Average
Build positive relationships in their area of responsibility	5	3	3,3,5,5	4.00
Demonstrate the company values through own behaviour	4	2	3,3,5,5	3.67
Present company decisions in a positive manner to the team	4	0	3,3,5,4	3.80
Play their own part in the team	5	3	3,3,5,5	4.00
Contribute to the overall team spirit	5	3	3,3,5,4	3.83
Value the contributions of other team members	5	3	3,3,5,4	3.83



FAQ

Q Can I see if my nominated colleagues have completed their questionnaire?

A You will be able to access a monitor page which displays who out of your nominated colleagues has completed their questionnaire and who is still outstanding.

Q As a senior manager, can I check if my staff are selecting a wide range of raters from their colleagues and not just their friends?

A Yes you can – however it is the responsibility and decision of the manager themselves to decide which of their colleagues they would like to complete the survey.

Q Can our company outsource the whole process to the IMI?

A Yes. By opting for our 'IMI Branded & Administered' model, we will:

- Set up your project
- Input your competency model (or our generic version)
- Send out invitations to your delegates and their raters
- Generate feedback reports and send them to your project administrator

Q Is there an option for us to manage our own '360 feedback' projects?

A Yes. By selecting our 'Employer branded, co-ordinated and administered' version, we will set up a bespoke 360 site, providing an operational briefing and ongoing telephone / email support during normal working hours. You can effectively manage the site, in doing so you can provide your own service to your organisation.

Q What help and training does the IMI offer for IMI 360?

A We are able to provide any assistance you may need with the completion and monitoring of the IMI 360 process via phone or email.

The IMI does not offer in-house training solutions. We do, however, have a broad range of CPD courses on offer to help any developmental needs. For the full list of courses available, visit www.theimi.org.uk/courses-and-events.

Q Are there any hidden costs?

A None at all – our price list clearly sets out all of the costs involved in the IMI 360 process. The cost applicable is on a 'per report' basis. Our 'self-managed' version includes an initial one off set-up fee and then is based on the number of surveys purchased in advance. For full details of the costs involved, visit www.imiawards.org.uk/Centres/Fees-and-Charges.

NEXT STEPS

Find out more information about IMI 360,
visit www.theimi.org.uk/imi360,
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