TruScore

THE FIVE-TEST CHECKLIST FOR 360 FEEDBACK QUESTIONS

Run every item through these five tests before raters see it.

How to use: Take one item at a time. If it fails a test, apply the fix and test it again.

1 LINE-OF-SIGHT TEST

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Could a rater have watched this happen?

Check: The item describes a behavior, not a trait, intent, belief, or attitude.

Fix: Name what the behavior looks like from the outside.

Before: Is a strategic thinker

After: Explains how the team's priorities connect to the organization's goals

2 ONE-THING TEST

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Does the item ask about one behavior?

Check: No "and" or "or" joining two behaviors.

Fix: Split it in two, or keep the half that matters.

Before: Communicates clearly and often

After: Gives clear direction when assigning work

3 RATER-GROUP TEST

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Can every rater group that sees this item answer it?

Check: Direct reports, peers, and the manager can each observe it.

Fix: Rewrite it so every group can answer, or show it only to the groups who can. Give raters a "Not Sure" option.

Before: Represents the team well with senior leadership

After (direct reports): Shares what they learn from senior leadership that affects our work

4 FREQUENCY TEST

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Does the item carry the quality, so raters only say how often or to what extent?

Check: It works on a scale from "Never" to "Always," not agree/disagree.

Fix: Build the standard into the item and drop the agree/disagree format.

Before: I agree that my manager values my input

After: Asks for input before making decisions that affect the team

5 SO-WHAT TEST

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If this item comes back low, will the leader know what to do, and is it worth doing?

Check: A low score points to a skill worth building.

Fix: Keep it observable, but give it weight.

Before: Checks in with the team regularly

After: Checks on progress early enough to remove obstacles before deadlines slip



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TruScore 360 assessments start with tried-and-true questions that measure behaviors leaders can change. Use them as they are, customize them, or have our team map them to your organization's competency model. You save the time it takes to write and test items from scratch, and your dedicated assessment expert supports you every step of the way.

Explore TruScore 360 Assessments

Already have your own 360? We can host it. https://www.truscore.com/assessment-hosting/

Example items are illustrative and not from a TruScore assessment.