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STANDARD OPERATING PROCEDURES

# **Team 360 Reviews**

## **Team 360 Reviews**

The goal of Team 360 reviews is to provide CEOs with valuable developmental and evaluative feedback from key stakeholders.

#### Who

CEOs and their senior team

#### What

Health diagnosis

#### **Review**

- Strengths / areas for growth
- Milestone targets / results
- Cultural vision

#### How

Interview broad set of stakeholders and conduct town halls to take a pulse of the company with the following:

- Senior management, peers
- Employees who capture a cross-section / view of the company
- Outside directors
- Optional: Key customers and strategic partners

### Key questions to answer

#### Leadership

- What is the collective set of strengths? Conversely, what is the missing DNA?
- Is there unification of vision/focus? Consistency of purpose?
- Is there effective goal setting?
- What is the attitude and philosophy towards hiring?
- What is the cause and effect to achieving or missing targets?

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#### Team/culture

- Are there "camps" or "silos" in the company?
- Are there morale issues?
- · What is communications like inside and outside of the organization?

#### **Review output**

#### Develop/prioritize action items that address key gaps:

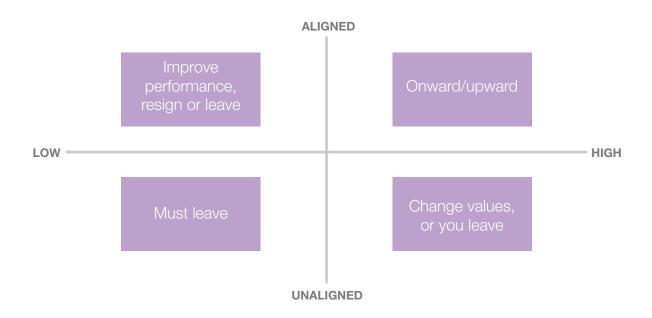
- Rebalance the team and make the tough decisions early
- Ensure a unified set of objectives and enable tracking mechanisms
- Enact cultural development / enhancements

#### Communicate results and show self-awareness among leadership

- Be honest and transparent (what is sensitive?)
- Reset expectations if needed
- Stimulate entrepreneurial spirit

Establish key needs from key stakeholders including the board and staff

### Value and performance assessment



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