

PB JAM Individual Assessment



Three-way Gap Analysis: Executive Summary

Driven by Science | Individualized for YOU | Verifiable Results

Why Three Dimensions Matter

Traditional self-assessments rely on a single perspective: how you see yourself. Research consistently shows that self-assessment alone is one of the weakest predictors of actual job performance (Dunning, Heath & Suls, 2004). The PB JAM Individual Assessment addresses this limitation by measuring competence across three independent dimensions – each capturing a different facet of the same underlying reality.

360° feedback surveys have tried to fill this gap, but their generic design and length often fail to pinpoint specific developmental needs, and the anonymity that encourages honesty tends to yield vague, survey-fatigued responses. PB JAM was built to solve both problems simultaneously.

Dimension	What It Measures	Scale
Self-Perception (SP)	How skilled you believe you are	1 = Not Skilled → 4 = Strong
Behavioral Frequency (BF)	How often you actually demonstrate the behaviors	1 = Rarely → 4 = Almost Always
Stakeholder Feedback (SF)	How colleagues, managers, and direct reports see you	1 = Not Skilled → 4 = Strong

When all three dimensions align, they confirm reliable competence – or reliably identify a development need. When they diverge, the specific pattern of divergence reveals the nature of the gap and points directly to the most effective development strategy. Gaps greater than 1.5 points between any two dimensions represent significant blind spots that typically require structured intervention.

Note on thresholds: Gap significance levels are practical working guidelines informed by the self-other agreement literature and refined through PB JAM implementation experience. They are not empirically validated cut-points derived from normative data and should be treated as starting-point heuristics, interpreted in context alongside role, environment, and developmental history.

The Six PB JAM Facets©

All three assessment dimensions are applied across six workplace behavioral competencies – the PB JAM Facets©. These were selected for their relevance across roles, functions, and industries, and cross-referenced to the WEF Future of Work skills, the Korn Ferry competency model, and the Behavioral, Emotional, and Social Skills Inventory (BESSI).

Collaboration Working effectively with others to achieve shared goals	Communication Expressing ideas clearly and understanding others	Being Valuable Contributing beyond your defined job responsibilities
Leadership Guiding and influencing others toward objectives	Being Organized Managing time, tasks, and information effectively	Work-Life Balance Maintaining healthy boundaries between work and personal life



An individual may show different patterns across different facets – this is expected and produces a nuanced development profile rather than a single score.

The Diagnostic Framework

For each of the six facets, the assessment compares the three dimension scores and identifies which of 15 diagnostic scenarios most closely matches the pattern observed. Each scenario maps to a specific quadrant of the Johari Window framework (Luft & Ingham, 1955) and carries a development priority rating – from Low to Very High – along with a targeted coaching recommendation and specific PB JAM development action.

The 15 scenarios fall into five structural categories:

Category	What It Captures
Alignment Scenarios (3)	All three dimensions similar – confirms competence or a shared development need
Single Dimension Elevated (3)	One dimension significantly higher than the other two – identifies the source of distortion
Single Dimension Depressed (3)	One dimension significantly lower – reveals a specific gap type (impostor, knowing-doing, visibility)
Cascading Patterns (6)	All three dimensions differ – multi-phase patterns including progressive disconnect and halo effects
Two-Pronged Scenarios (7)	Self-Perception vs. Behavioral Frequency only – used when stakeholder data is not yet available

The full 43-page framework document details each scenario with research basis, root cause analysis, example narratives, development priority ratings, and specific PB JAM development actions. It is available to any organization evaluating PB JAM seriously – email info@pbjamplatform.com and we will send it the same day.

Assessment Design Principles

Several deliberate design decisions distinguish this assessment from standard 360 instruments:

Structured randomization. Behavioral statements are drawn from a stratified pool of 240, with only 60 presented per assessment. The probability of seeing the exact same item set twice is approximately 1%. This eliminates familiarity bias and ensures that reassessment at 6 or 12 months reflects genuine behavioral change – not question recognition.

Forced-choice scale. The 4-point scale has no midpoint by design. This prevents the 'safe middle' response and surfaces real patterns. Statements are analyzed and updated for social desirability bias, cultural and gender bias, ambiguity, and role context.

Stakeholder feedback design. Raters are asked for only six ratings per participant – one per facet – using a structured example for each point on the scale. Total rater time is under five minutes. This directly addresses feedback fatigue while maintaining the specificity needed for meaningful gap analysis.

Anonymity thresholds. A minimum of three responses per stakeholder category is required before individual rater data is surfaced in reports. This protects rater identity and encourages honest feedback.

Vendor-neutral recommendations. The assessment explicitly directs participants to internal L&D resources before recommending PB JAM programs. This is policy, not positioning.



Assessment Tiers

Tier	What's Included	Best For
Tier 1	Up to 6 stakeholders + full report	Individual contributors, self-directed development
Tier 2	Up to 12 stakeholders + full report	People leaders, broader stakeholder visibility
Tier 3	Tier 2 + 60-minute group interpretation session (6-8 participants)	Teams and cohorts; shared learning from aggregate themes
Tier 4	Tier 2 + private 15-minute 1:1 facilitator call	Senior leaders; confidential, individualized interpretation

Volume discounts apply at 100+ seats (20%) and 500+ seats (30%). Reassessment is recommended every six months (every three months for new hires). All assessment data is GDPR compliant. Individual participants control their own reports – managers do not have access to individual scores.

Where PB JAM Sits in the Market

PB JAM occupies a position that no major competitor fully replicates:

Tool	Structure	Limitation vs. PB JAM
CliftonStrengths / DiSC	Self-assessment only	No stakeholder data; no behavioral frequency; no gap analysis
Hogan	Personality / trait-based, self-report	No behavioral anchoring; executive pricing; not designed for org-wide deployment
Korn Ferry 360	Competency-based, multi-rater	\$995-\$8,500 per person; positioned for senior leadership programs only
PB JAM	Three-pronged: SP + BF + SF simultaneously on same scale	All-inclusive tiers; 240-item stratified pool; vendor-neutral recommendations; org-wide deployment at accessible price points

The full 43-page PB JAM Individual Assessment Framework – including all 15 diagnostic scenarios, research citations, Johari Window mappings, example narratives, and development action protocols – is available to any organization evaluating PB JAM seriously. Email info@pbjamplatform.com and we will send it the same day.

