

360 Feedback



360 Feedback has many uses but most often we are asked to carry out 360 assessments to help organisations with their Performance Management.

The normal mechanism for 360 Feedback is:

- Individuals rate themselves on-line against criteria that are important for their roles and compare these against the ratings they receive from groups of colleagues, line managers and direct reports.
- The ratings are displayed graphically, balanced through verbatim comments made by the response groups.
- The individual then discusses the report with the line manager with a view to identifying strengths and development needs leading to an action plan.

The 360 process, when managed properly, is a valuable support in managing the performance and careers of individuals. Most participants and contributors find it a revealing, challenging and interesting process for driving personal development.

Standard Steps:

- Confirm desired outcomes
- Agree criteria
- Agree rating method and style
- Brief participants and contributors
- Distribute questionnaires (e-mail)
- Consolidate data and prepare reports
- Managers discuss reports with participants
- HR follow-up on outcomes.

Standard Package:

The standard package is designed for:

- One subject
- Up to 8 colleagues
- Up to 8 Direct Reports/Staff
- Up to 2 Bosses (Line/Functional)
- Up to 24 Questions in 4 subject groupings
- On-line questionnaires
- Bureau scoring service
- Graphical report format
- Highlighting of performance gaps
- Comments facility.

Outline Project Timings:

- Preparation – 1 days
- Distribute questionnaires - 1 days
- Gather returns – 1 week
- Process and return reports - 1 days

Making 360 Work For You:

- Use the right criteria
- Keep it simple
- Fully brief all participants
- Follow-up by line managers and HR

Fees:

- Off the shelf £450 per subject
- Customised circa £650 per subject

Helping You Provide Feedback

One to one feedback sessions using our 360 trained facilitators are available if required at an extra cost.

We can also run programmes to develop the skills of line managers in providing constructive feedback.

What Next?

You will probably have some questions about how to fit 360 Feedback into your existing processes. We would be pleased to offer free advice on this.