360° Feedback ("360")

What is 360° feedback?

360 is a perception-based personal development tool that offers participants ("Subjects") the ability to be assessed by a wide range of colleagues ("Observers") on the skills and behaviours they possess and demonstrate in real-life work situations. The primary focus of 360 is on self-development.

While a standard review is about the job an employee is doing, a 360 review is about the employee themselves. That makes it very personal and very powerful.

In a 360, you get the combined perspective of the employee, manager, colleagues, and direct reports on the individual's behaviours within various competencies which the Subject and Observers are asked to rate and comment on. The goal is for them to provide feedback to help the employee improve and focus development.

The combined perspective helps to balance the feedback and create a clear picture for the employee about their behaviour, impact, and skills.

What is assessed?

Our 360s are bespoke tailored to the client. Before the process begins we will consult on which competencies and behaviours are to be included.

The process:

- Subjects receive an email inviting them to select the Observers from whom they wish to receive feedback (Subjects will not be able to access their own questionnaire to complete until they have completed the Observer selection process) and advising the project end date

- Reminder emails will be sent if the process has not been completed

- The selected Observers will receive email invitations to complete the 360 feedback for the Subject

- Reminder emails will be sent if the process has not been completed

- Project ends

- Feedback is collated and a meeting should be arranged for the Subject to receive their feedback

Standard timescales:

Day 1	Initial Subject Invitation
Day 8	Project Go Live (Observers receive invitations)
Day 22	Project End Date
Day 29	End of extension (if required)
Day 30	Feedback delivery arranged

The report:

- Section 1 – Competence Summary Chart

  A summary comparison of the Subject, their Manager, and others they work closely with, provided in the form of a radar/spider chart to compare overall group feedback and gives an insight into how the individual is viewed in general by those people who are affected by their behaviour and allows them to compare and contrast overall impact, and identify any specific themes.

- Section 2 – Competence Analysis

  Provides detail for each competence, broken down further from the summary charts into the individual relationship types.

  The charts are very simple to understand, just giving the average score by all the people in each group, followed by the written feedback.

- Section 3 - Behavioural Analysis

  Gap Analysis

  The behaviours listed here are the six most positive and most negative scores in terms of the Subject's view for each behaviour compared to everyone else.

  Strengths and Weaknesses

  A table that simply ranks the Subject's highest and lowest scores for each behaviour as viewed by everyone apart from themself. It is shown by both behaviour and competence so that it is easier to spot potential themes within the data.

- Development Plan

  A 5-step guide to help the Subject understand and interpret their feedback report and guide them through developing a learning/development plan.

Optional Pulse 360

The Pulse is a mini 360° which enables individuals and their line managers to monitor the progress of their Development Plan.

Run 3-6 months after the full assessment, the Subject selects specific behaviours (approximately six) from their initial 360° report which they wish to receive feedback on.

The Pulse report then provides an overall comparison chart and feedback just on these behaviours.