



for more information call
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BACK **360° Feedback**

An All Round View

Before attending an Inspirational Management course, each manager was invited to undertake a 360° Feedback review. The review was tailored to meet the client's specific requirements.

Senior client management and the HR department identified four key areas where feedback is required. These areas are:

- Working with Others
- Achieving Results
- Leadership
- Making a Difference

Approximately 80 questions were created to reflect the personal qualities desirable in a leader. Two sets of questions were created to reflect the different qualities desirable for two grades of manager.

Each manager was notified that they were booked to attend the Inspirational Management course. They were also told that a pre-requisite of the course was to undertake a 360° Feedback Review. Each manager (receiver) was sent instructions listing what was required to complete the review. This included providing their grade which determined which set of questions applied to them. They also had to nominate three people (givers) to provide feedback. These had to be their immediate manager, a peer and a direct report.

The three givers and the receiver were sent an email advising them that there was a review that needed completing. A link was provided to the Development Company's [360° Feedback Centre](#). Each giver rates the receiver using a graphical slider to give a rating for each question. The scale is 1 to 6 with 1 being low and 6 being high. Having rated the receiver's personal quality the giver is also asked to indicate how relevant that quality is for the role the receiver is performing. Again a scale of 1 to 6 is used.

When all the givers and the receiver have completed the 360° Feedback Reviews the data is consolidated into a comprehensive report. The report shows graphically the results of the review. It highlights areas where there

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is a difference between how the receiver perceives him/herself and how the givers perceive them.

The managers have found the reports useful in planning their personal development. The manager decides with whom to share the information provided.

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