

BEST PRACTISE

360 DEGREE FEEDBACK IMPLEMENTATION

Getting 360 right can really add value to your organisation. Here are some tips to ensure you achieve great results.

PLAN YOUR COMMUNICATION

How and what you communicate to people about 360 Degree Feedback will set the foundation for success.

Your communication should include the following:

- The reasons for doing 360 Degree Feedback
- How the reports will be used
- Timeframes for roll out
- How people will be supported in their development plan
- The importance of completing a questionnaire if you are invited to do so
- Any confidentiality agreements

SUPPORT PEOPLE IN CREATING THEIR DEVELOPMENT AGENDA

Just giving people their 360 Degree Feedback report will not enable them to get best value from it. People benefit from a structured process to think about their 360, what are their strengths and areas for development, and what is their development agenda.

Questions to ask about your 360 include:

- What are my strengths?
- What are my areas for development?
- What are my pleasant surprises – my strengths other people see in me?
- Am I consistent – do others experience me as consistent?
- Does my manager's assessment match my own?
- What are my priority areas for development?
- How can I achieve my development agenda?



SUPPORT LINE MANAGERS IN SUPPORTING THEIR PEOPLE IN ACHIEVING THEIR DEVELOPMENT AGENDA

Line managers need to be able to support and coach people in achieving their development agenda.

We recommend that people meet with their line manager to go through their report. It can help line managers to see the 360 degree feedback reports before that meeting, so they can understand and spot any themes.

Line managers should then offer ongoing coaching and feedback to people.

COLLATING 360 DATA

Your 360 degree feedback tool is a great way to get the big picture of your organisational strengths and weaknesses.

You should be able to get a summary report by job level or function, showing the areas of strength and development.

REPEATING 360 DEGREE FEEDBACK

The true value in 360 degree feedback is when people can calibrate their improvements in performance by getting another 360 degree feedback report some months after their first one.

We recommend that the report is repeated at least 6 months after the first report, that will give people enough time to see any improvement and change in behaviour.

