



## 360° feedback

### benefits for the individual and the organisation

360° feedback is growing in popularity as an integral part of performance management.

For organisations that have become less hierarchical, with managers having multiple lines of reporting, and with the increase in team and project based working, feedback from only your manager is no longer sufficient.

360° feedback challenges the recipient's perceptions of their skills, behaviours and performance, and provides the motivation to change. It can challenge perceptions in three main ways:

- The feedback on an aspect of behaviour is opposite to what the recipient expects
- An aspect of behaviour is shown to be more (or less) important as an explanation of their performance than the recipient thought
- The results highlight relationships between aspects of behaviour and a greater understanding of how they can improve

Often it is the critical feedback that provides the greatest motivation to change, as long as the respondents are credible and their views are of value to the recipient. The process gives people the ability to highlight issues that have previously been kept hidden and can be a powerful tool to help organisations improve for the future.

### what we offer

At PeopleSurv we've worked hard to develop a service that takes away the most common barriers for organisations wanting to use 360° feedback – the potential complexities of setting up and managing the exercise, the ease of people taking part, the costs involved, and the speed of recipients receiving their reports.

We offer ...

- Secure hosting, removing any workload on IT and HR departments, ensuring the smooth running of the exercise and the security of data
- Simple administration, minimising the opportunity for human error, and allowing those that do occur to be quickly corrected
- a highly competitive pricing structure that is simply based on the number of recipients and not the numbers of contributors
- flexibility in using your competencies and rating scales, and the opportunity to use your own corporate branding
- colourful and stimulating formats, easy to complete and displaying a progress bar
- a simple step-by-step process, with clear guidance and online help
- the ability for recipients to own the process – by sending out personalised invitations, being involved in selecting, briefing and chasing up their contributors if necessary, with the ability to see how many people have completed the 360 during the process
- confidentiality of contributors and recipients being protected
- clear and concise feedback reports that can easily be converted into a development plan by each recipient
- analysis and reporting that profiles the organisation's results, with the ability to make comparisons across the organisation, informing common development needs, providing a skills database
- qualified counsellors / coaches to provide individual or group sessions to utilise the 360° feedback

### interested ...

If you have any questions or would like to discuss how PeopleSurv can support your organisation and people to achieve the full benefits of 360° feedback, then please contact us by email [360enquiries@peoplesurv.co.uk](mailto:360enquiries@peoplesurv.co.uk) or call us on 020-7720-1404.

# 360° Process

