

# 360° Feedback Process

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For teams that want to learn from each other about how to build a better team experience.

For organisations that want to help people reflect on and develop their capabilities.

For leaders who want to get clear information about their effectiveness and where they can make it stronger.



## Overview

Feedback is important for managing and improving our performance. The evidence is clear about this but it is also clear that a lot of feedback doesn't work because it is done poorly.

360° feedback is a structured way to get feedback about key areas that help performance. It draws on a mix of people in different roles to give the recipient a balanced set of perspectives about what they are doing. This balance reduces reasons for fearing bias. Equipped with reliable information the recipients can plan ways to boost their performance.

Feedback can be gathered for groups as well as feedback for individuals. The individual data is analysed to identify trends or cultural practices that may be affecting the group's performance. This is beneficial for leadership teams. The data can be used to assess what is happening in the organisation as a consequence of the leaders' actions or other factors separate to them.

The *360° Feedback Process* can be built around standard instruments, such as Team Management Systems' Linking Skills, which focuses on leadership and team attributes (see image above). It can also be developed around specific questions or your own organisation's performance capability frameworks. Either way, we provide the frameworks, management, analysis and coaching that goes with the process.

The *360° Feedback Process* helps you and your organisation to gather valid data that leads to informed decision making. It can be used for individuals or groups to develop a gap analysis for ongoing professional development, business planning and organisational development.

## Outcomes

- Clear and valid information
- Data for interpreting performance impacts
- Analysis of drivers behind outcomes
- Strategies for boosting performance in key areas
- Validation to key stakeholders that their opinions matter
- Encouragement for future improvement and performance

**BASIC DETAILS**

LENGTH  
**VARIABLE**

INCLUDES  
**Individual 360° Feedback Report**

GROUP SIZE  
**1 or more**

OFFERED AS  
**Managed 360° process for individuals or groups**

**FOR MORE INFORMATION**

VISIT  
**[www.grevilleaconsultants.com.au](http://www.grevilleaconsultants.com.au)**  
or call: 0421 080 311



## Grevillea Consultants

*Bringing you over two decades of leadership and leadership development experience*

“In the name of positive thinking, in other words, managers often censor what everyone needs to say and hear. For the sake of “morale” and “considerateness,” they deprive employees and themselves of the opportunity to take responsibility for their own behavior by learning to understand it.”

Chris Argyris

## PROCESS ELEMENTS



### Process Overview

#### Clear purpose and approach

- Initial briefing to clarify objectives
- Selection of a suitable 360° framework
- Confirmation and preparation of participants

#### Personal and team development

- Choice of individual or group processes
- Clarification of developmental objectives
- Clarification of organisational analytical objectives

#### Responsible communication

- Establish participation guidelines
- Confirm anonymity requirements
- Provide clear directions for each step of the process

#### Managed process

- On-line questionnaire processes
- Coordinated invitations and reminders
- Preparation of reports

#### Content analysis

- Analysis of data and reports
- Review of feedback for positive ways forward
- Monitor for systemic or cultural factors

#### Personal coaching

- Address personal concerns
- Apply feedback to constructive actions
- Develop individual steps forward

#### Group planning option

- Peer or team action on common areas
- Participation of feedback providers to support action
- Periodic review of progress

### PROCESS DELIVERY

The process can be provided for individuals or groups.

When group processes are proposed, consideration has to be given to the size of the group and the level of demand on individual feedback providers.

Briefings, coaching session and workshops are delivered at your premises or a suitable venue of your choosing.

Processes are adjusted as needed so learning focuses on current business challenges and priorities.

This process is part of Greville Consultants' commitment to provide affordable, practical development opportunities that focus on people and results.

### ASSOCIATED LEADERSHIP DEVELOPMENT

The **360° Feedback Process** is complemented by our **Leadership programs and workshops**. These help leaders develop their capacity in a range of areas.