

A hand holding a white marker points towards the bottom right of a chalkboard. On the chalkboard, the text '360° FEEDBACK' is written in white chalk. The text is enclosed within a large white circle. A horizontal line is drawn below the word 'FEEDBACK'.

360° FEEDBACK

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The purpose of a 360 degree assessment is to learn and grow as a leader.



360 Degree Feedback: Uses

- Employee Development
- Performance Appraisal
- Performance Management
- Training Needs Assessment
- Evaluation of Teams
- Leadership Development
- Self-Assessment
- Performance Metrics



How it is conducted....

Develop questionnaire

Questionnaires typically include from 50 to 100 items. When estimating the amount of time to complete the questionnaire you should estimate about 1 minute per questionnaire item.

Ensure confidentiality of participants

Steps must be taken to ensure the confidentiality of the feedback results. The confidentiality helps ensure that the results are genuine.

Provide training/orientation

During this training/orientation, employees should be informed of what 360 Degree Feedback is and why it is being implemented at your organization.

Administer the feedback questionnaire

It is important to monitor the progress through the system in order to contact employees who need to complete forms.

Analyze the data

Basic data analysis would include averages of ratings.

You may want to analyze the data by organizational division or department to assess group and organizational strengths and weaknesses. This can be used to support or promote training and organizational development.

Develop and Distribute Results

Feedback results should be shared with the employee. It should not be mandatory that the employee share the results with their supervisor.

The comparisons may be in the form of numbers or simple bar charts.

GIVING CONSTRUCTIVE FEEDBACK

For feedback to be effective, it needs to be helpful and given in a manner that allows an employee to understand if his/her performance is having the intended effect. Constructive feedback can be positive or negative:

- **POSITIVE FEEDBACK**
- **CONSTRUCTIVE FEEDBACK**

CONSTRUCTIVE FEEDBACK

- Constructive Feedback helps an employee understand that there are specific areas that need development. Specific (detailed) feedback provides the employee with information they can use to improve their performance.

POSITIVE FEEDBACK

- Positive Feedback helps an employee understand that what he or she is doing is working well. The more specific the feedback, the more likely the employee will understand and be able to replicate the desired performance.

Good feedback will include the following:

- Information on when and where the incident/action/situation occurred
- Information on how their actions impact others
- How their behaviors are (or not) consistent with department/organization goals & objectives
- Suggestions for improvement, if applicable

TIP

- **Start with Positive Feedback:** Acknowledge the employee's contributions and good work. Give specific examples of what they did well. Let them know the positive impact their contributions had on the department (organization) so they understand the results.

ADVICES

Stick to the Facts

Describe what happened, not how you "feel" about it. Focus on the facts of the situation, describe it, and stay objective. Let them know how this impacted others, the department, or organization.

Be Direct

Get to the point.

Don't elaborate on unnecessary items.

Positive and

Constructive

feedback

should be given in a

straight forward

manner.

Benefits !

Offers additional sources for identifying performance improvement.

360 Degree Feedback offers a more complete picture of the employee's performance.

This feedback can provide guidance on skills that an employee may need to develop.



Thank you

**for your
attention!**