



**development
partnership**

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360 Feedback

360-degree feedback enables an individual to get feedback on their performance from the people who really know them and their work. Self-assessment is compared against feedback from colleagues, direct reports, peers, managers, customers, clients and other stakeholders.

We can offer a standard 360 process linked to generic leadership behaviours or develop a bespoke system using your own assessment or development criteria. 360 may be a stand-alone process or used as part of a wider performance or development programme.

Since 1995, the Development Partnership has provided 360 feedback support to over 35 organisations and over 5000 individuals.

Critical to the success of a 360 programme are:

- Short, clear questions which are relevant to the individual's job
- Choice of respondents as it is essential that they are credible to the recipient
- Confidentiality for both participants and raters
- Enough raters to ensure the assessment is valid and that they cannot be identified
- Ensure participants complete a self-assessment which can be used to compare their perspective with that of their colleagues
- An opportunity for participants to discuss their feedback reports in confidence with a skilled facilitator
- Qualitative (open questions) as well as quantitative (scoring behavioural criteria) feedback
- Prompt feedback to the participant
- Optional not compulsory participation

360 is a multi-source approach providing fresh and constructive insights that support personal and organisation development:

- Individuals take multi-source feedback less personally and are more likely to take on board what's been said
- Individuals benefit from very clear information on their strengths and on the areas needing development
- Organisations benefit from improved communication and a more open culture in which giving and receiving constructive feedback becomes the norm
- A very powerful driver for change both for individuals and for the organisation as a whole

