

# The NBOGroup 360° Feedback Survey Process



## Assessment: Appreciating your goals

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We collaborate with your organization to fully assess and understand your goals for the 360° project. We will customize the 360° feedback survey according to your needs. Together, we will:

- Identify competencies to be measured
- Determine the process and criteria for nomination of respondents
- Determine the number and name of respondent groups

## Pre-Survey Communication: Preparing all participants

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The Feedback Recipient briefing and Respondent briefing covers:

- Your organization's objectives of the 360° feedback project
- The process and timeline – how it all works
- Confidentiality
- How the results will be reported
- Guidelines for giving constructive feedback
- Tips on completing the survey

## Survey Administration: Handling all the details

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All the administration is handled by us, therefore complete confidentiality and integrity of the information is assured. We will:

- Email log-in IDs and passwords to all participants
- Monitor survey completion rate
- Send reminder emails
- Close the survey and tally results
- Generate an individual feedback report for each participant
- Generate a group summary report

## Post-Survey Communication: Sharing the results

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The Feedback Recipient workshop covers:

- How to read the 360° feedback report
- How to interpret the results
- Identify development needs and create an individual development plan
- Each participant receives an individual development plan template
- Each participant receives a leadership competency guide book, *What Bosses Want*
- Thomas DISC concept and Personal Profile Analysis reports for all participants (*Optional*)

Individual Coaching (*Optional*)

In order to ensure lasting behavior changes, we recommend individualized follow-up coaching. This coaching helps participants to implement, adapt and sustain the individual development plans they build, and to overcome the inevitable obstacles that arise along the way.

## Follow-up: Evaluating the results

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Management Presentation

- Group summary report, inclusive of group findings, analysis, and recommendation

NBOGroup Programs (*Optional*)

- We will tailor a program to meet the development needs of the 360° participants in your organization.

720° Feedback Survey (*Optional*)

- Track the progress of the 360° participants, their departments, and your entire organization by measuring the same items a year later.