CR360

Summary of a typical 360° Feedback Process

Engagement

Selection process to establish transparency and auditability as to why Subject is chosen
Confirmation of Competence Framework, Rating Scale, E-mail content, Subjects and timescales to CR Systems 5 working days before start of Survey

Phase 1 Subject Briefing

Manager or coach **must** brief Subject before start of survey
Briefing document can provided to Subject

Observer Briefing

Subject selects between 7 to 11 Observers.
Subject briefs Observers personally before start of survey (not via email) using the Observer Briefing document

Phase 2
Observer selection process
(ideally 10 working days)

CR Systems send email invitation(s) to Subject(s) confirming their selection and requesting that they go online to select their Observers.
Subject confirms Observers online immediately.
Observers can then view the loading and decide whether to accept or decline individual requests.

Phase 3
(ideally 10 working days)

Survey available for Observers the day after being selected by the Subject (or may have an optional delayed start)

Reminders sent to non-respondents

Subject and Observers will receive reminders throughout the process until they complete.

Survey closes

Survey closes on agreed project end date.
An extension period if often required, and we advise one week

Phase 4
Publication and distribution of Reports

General Rule: reports will not be processed if Manager or Subject are incomplete.
If insufficient feedback from Colleagues or Reports the feedback can be merged into a single category (although not ideal).