

# 10 + 360 FEEDBACK

Step conversation to maximise rater engagement with your

1.



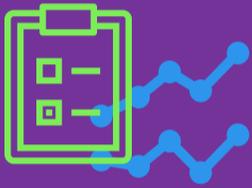
Set the scene, the **CONTEXT**: "I'm doing this 360 because I want to grow my capabilities as a leader/manager. I'd really appreciate your contribution." If you're using 360 to improve a relationship, add "I genuinely want to improve the way we work together".

2.



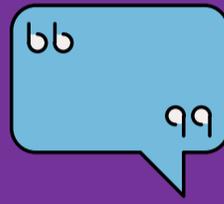
Check out their **360 EXPERIENCE**: "How much do you know about 360-degree feedback?" ...and respond appropriately. If you use the 'score between 1 and 10' approach, you might ask "What would have taken your experience to a 10?"

3.



**EXPLAIN** what 360 is if they've never heard of it. Describe the questionnaire being used, and say "My 360 will hopefully reinforce what I'm doing well and doubtless reveal some gaps I'll need to address."

4.



Ask if they can write **COMMENTS** like: "Something I'm doing (or not doing) and/or something I'm saying (or not saying)" Specific observable behaviours like that give you something to work on.

5.



They'll doubtless ask **HOW LONG** it will take. "Around 10 – 15 minutes for the scoring, and the same again for the written comments." Remind them that at any time they can Save and Exit, and return again later where they left off.

6.



Contract with them around **CONFIDENTIALITY**: "The data is presented back to me anonymously, but remember the more specific your comments, the less anonymous you become." Remind them not to let a recent good/bad experience colour their judgement. "Think of what I'm like most of the time."

7.



Tell them the **OUTCOMES**: "Once all the questionnaire results are in, I get presented with a comprehensive report showing my strengths as well as my areas for development. I can then build myself a bespoke development plan with actions and timelines."

8.



Explain the **PROCESS** and the **TIMINGS**: "It opens DD/MM and I'd really appreciate it if you completed as soon as possible." If contributing to your 360 is really a stretch for them, then maybe consider an alternative rater...but be mindful that they're not just opting-out and challenge them if necessary.

9.



Ask for their **COMMITMENT** in whatever way feels right for you. E.g. "Are you up for helping me in this way?" In other words "Will you do it?"

10.



Whatever you do, be sure to **THANK THEM** sincerely. It's a huge gift you're asking for, especially as they're doubtless busy already. Please show some compassion and appreciation.