



click-360

“Checking Out” and “Checking In”

Checking Out

The challenge with many 360 feedback reports is that they raise as many questions as they provide answers. How does the participant clarify any areas of conflict or ambiguity?

Sometimes, the data is simply not clear enough. The examples given do not describe what specifically is working well and not so well. How does the participant gain greater depth and clarity?

ANSWER: By **Checking Out** their feedback with their rater network.

Checking Out

This optional product feature integrated within the digital report means that once the participant has checked a box underneath their proposed development priorities, the click-360 system can automatically email raters inviting them to offer greater clarity and depth on what needs to be different. There is a very specific question that raters are asked to answer for each of the top 3 development priorities.

In addition, they are invited to offer learning suggestions in an effort to enhance the quality of the plan.

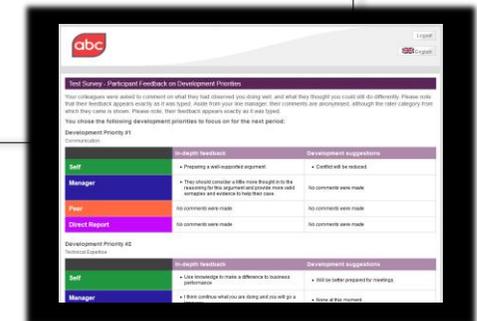
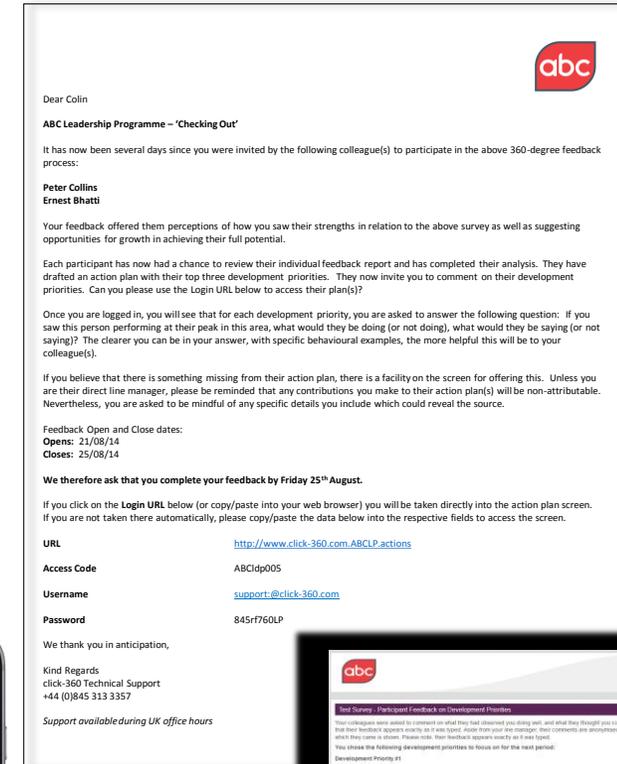
Rater contributions are captured anonymously in a separate section of the interactive report which triggers an email to the participant: "You Have New Feedback".

As this is an optional step – raters can choose not to respond – it is possible that not everyone will take up their invite, however because the function is easily completed on any hand-held mobile device it is likely that many will, leading to an improvement in the quality of the participants' plans. Moreover, this part of the process increases the buy-in of colleagues and promotes a culture where feedback is freely given and received.

A further option with click-360 involves reaching back out to raters a few months down the line (see next page).



Input screen



Output screen

Checking In

The challenge with many 360 feedback implementations is that once the feedback has been delivered and development action plans have been built, there is often no further follow-up. Like a rain shower the participant has gone through, they eventually dry out.

How can you keep the 360 process alive and dynamic?

ANSWER: By participants **Checking In** with their rater network at regular intervals.

Checking In

This optional product feature integrated within the digital report means that after 90* days the click-360 system automatically emails raters again and invites them to login and review the original development priorities of each participant that they provided feedback to. They are now asked what they have noticed about the participant's behaviour – what's working better, what still needs to be different.

If any rater feels strongly that a new development priority is indicated, they are encouraged to share this too.

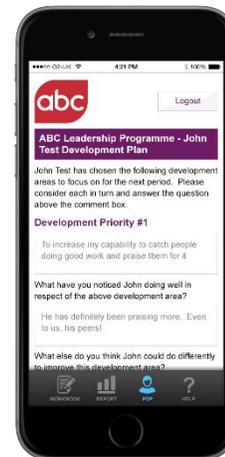
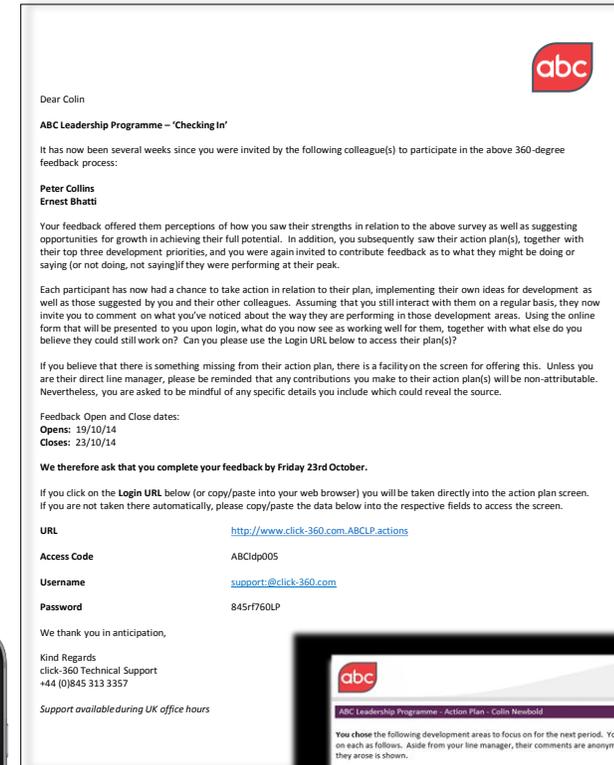
Their contributions are captured anonymously in a separate section of the interactive report and shown to the participant by rater category (every update triggers an email to the participant: "You Have New Feedback").

Once again, while Checking In is an optional step (raters can choose not to respond), it is likely that many will, leading to continuous improvement in the quality of the participants' plans. Through this process, a feedback culture is slowly building and the 360 process acquires a much longer life with action plans becoming dynamic instruments.

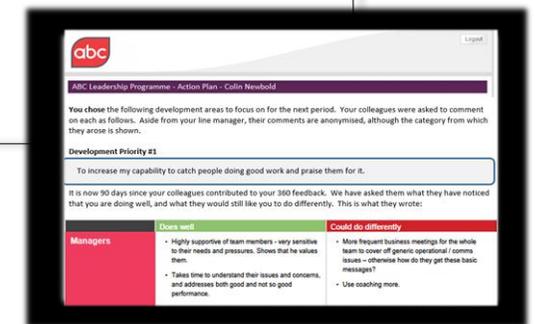
The Checking In step happens every 90* days from this point, until a repeat 360 is conducted, whereupon the whole cycle starts again.

N.B. The default set-up does not include either Checking Out or Checking In. Both are only available when the digital report function is specified. Once specified, you can switch on either Checking Out or Checking In, or both together. There is no extra charge for this functionality. At this point in time neither are available with the **click-360SelfDrive** platform.

**this time period is adjustable*



Input device



Output device