

# 360 Degree feedback

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An individual can use the perspective from several mirrors to gain a more complete understanding of how they look. Similarly an individual can use 360 degree feedback to gather the perceptions of people they work with to gain a more complete insight into how they are perceived at work. Such insight provides a powerful development tool.

CGR's 360 degree feedback process enhances individual and organisational performance by:

- helping managers become aware of any “blind spots”
- helping managers understand how their management style is perceived
- helping managers recognise organisational values
- helping the organisation communicate its expectations of employees
- enhancing developmental discussions between managers, peers and direct reports
- encouraging individuals to take responsibility for self-development
- diagnosing the climate, style, strengths and skills gaps across an entire cohort of employees

Collected via questionnaires, 360 degree feedback can provide the recipient with the perceptions of managers, peers and direct reports and see how these relate to his/her own perceptions.



The process can be extended to gain the views of customers, suppliers or other relevant stakeholders. Alternatively, feedback may involve only respondents from one or two of these groups.

Our process ensures efficient data collection, confidentiality to all involved and professional delivery of feedback. In all its forms, 360 degree feedback can and should be integrated with existing HR systems. For example, it can greatly enhance individuals' self-understanding upon which training, developmental workshops or team-building events are based.

CGR is able to:

- design a 360 degree process that supports the vision, competencies and values of the organisation
- design processes which are either web or paper based depending on the needs of the business
- advise on the implementation process and best practice, including buy-in strategies, briefing individuals, feedback and follow-up
- deliver one-to-one feedback sessions
- train people to implement the process and deliver feedback
- evaluate 360 degree processes already in place

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