



# Product factsheet

## 360 degree feedback



### Programme design

Our approach to creating a new questionnaire that's based on your values and competencies may involve the following:

- Context gathering and questionnaire draft
- Competency framework review
- Stakeholder interviews
- Questionnaire working session
- Employee validation panel/s
- Creating levelled questionnaires (based on levelled frameworks)
- Final approved questionnaire for sign off.

#### Pre-feedback training

To ensure a smooth roll-out of a new programme, we offer full training support for stakeholders:

- Manager and employee briefing sessions
- 360 'how-to' video (for feedback providers).



### Feedback platform

A powerful and flexible platform with a range of standard and bolt-on features.

#### Feedback platform - standard features

- Fully branded online tool (logo, colours, fonts, selected images)
- Multiple levels of access (participants/administrators)
- High levels of automation to reduce administrator burden.

#### OPTIONAL BOLT-ON

##### Single sign on

- Allows users direct access to their activity page with no additional log in details required. They can then nominate feedback providers and answer questionnaires on self and others.



## Unique, bespoke requirements

The ETS feedback platform offers a world-class solution with functionality and flexibility that supports the needs of most organisations. However, if you feel you need something more specifically tailored to the needs of your business, our in-house development team can easily build that into your platform. Here are just a few examples:

- A unique format individual report
- Internal norms or percentiles
- Self-registration process
- Different types of aggregate reporting output
- Multi-branded solution, dynamically changing brands based on the user's location.



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### Feedback tools

A great range of features for both participants and administrators for easy completion:

#### Feedback platform - participant features

- Select and invite feedback providers
- Complete a self-questionnaire
- Provide feedback on others
- Get support and guidance on the process
- Mobile-enabled completion

#### Feedback platform - administrator features

- Manage user details and add people to the system
- Launch a feedback cycle
- Communicate with employees
- Review and amend feedback providers
- Monitor completion, in real time
- Library of email templates (invitations, reminders, notifications of report availability).



### Reporting tools

Enjoy powerful reporting capability as outlined below:

#### Individual participants' reports

- Valuable introduction and interpretation guidance
- Summary information, highlighting key findings
- Verbatim comments
- Detailed breakdown of results
- Easily downloadable report output into landscape A4 PDF
- Reports that generate on a date defined by you which are immediately available to administrators and / or participants and their managers.

#### OPTIONAL BOLT-ONS

##### Aggregate reporting

- Search and report on any population by name, business, personal demographic and participant groups.



### Post-feedback support

Extensive consultancy support for your leaders and HR teams.

- Feedback facilitation workshop
- HR training (train-the-trainer on feedback facilitation)
- One-to-one feedback facilitation with participants
- Personal development coaching
- Leadership and management development initiatives.

#### Business impact

- Linkage analysis - analysing your aggregated 360 degree feedback data alongside other business data to establish whether there's a relationship between feedback outcomes and business performance.