



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:

- Questionnaire design including context gathering and questionnaire draft
- Questionnaire 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-ONS

Single sign-on

- Allows users to access the platform automatically from your own network, with no need to log in or enter a password

Data feed

- We can work with your IT team to set up a live data feed, which enables capture of your survey participant data

Simultaneous feedback

- Feedback providers have the ability to complete multiple questionnaires simultaneously

Self-registration

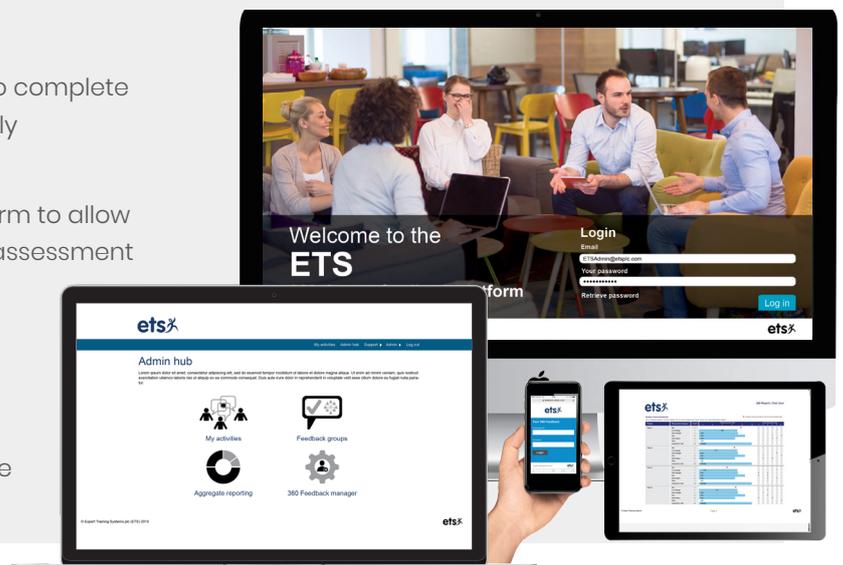
- We can add this module to the platform to allow participants to launch their own 360 assessment

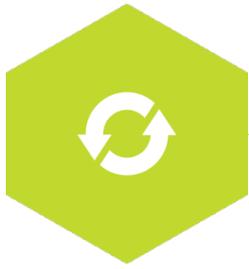
Questionnaire builder

- A simple tool that allows you to put together your own questionnaire

Questionnaire upload

- We can upload any new questionnaire to the platform on request





Product factsheet

360 degree feedback



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:

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 generate on a date defined by you and 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.

Summary report

- A simple, one page report with a high level summary of all the key points of the feedback process.

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
- Dual branding
- Internal norms or percentiles
- Different types of aggregate reporting output
- Multi-branded solution, dynamically changing brands based on the user's location.



Product factsheet

360 degree feedback



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.