

## Overview of the FCF-360 Process



When using multi-source or 360-degree feedback activities a robust and transparent process is necessary for success. We have outlined the process we typically use, although minor variations can be accommodated if requested. When debriefing a feedback report it is important to be familiar with the process as participants will often ask specific questions. After reading the overview, click on each flow chart box to view the detailed overview given to all project participants.

### Rating Team Selection

All project participants will select a rating team who will give them feedback.

When choosing your team, try to select people who:

- have regular contact with you in the workplace
- understand your role and its outcome
- are willing to participate in the project and meet its deadlines.

### Please follow these steps:

- Once you have received your password, log into your Organisation Page and complete the form entitled My Rating Team. You should select between 8 and 12 people to form your team.
- The team should include yourself, your manager and people from each of the different subgroups (Peers, Direct Reports and so on).
- You will need to have at least two people from each subgroup in your team or we will not be able to provide the perspectives profile in the report.

### Survey Completion

- Once you have registered, you and your raters will receive an email.
- This email will contain a "User ID" and password to access the survey, a link that will take you directly to the login and instructions on how to complete the survey.
- You will need to fill out a self-evaluation as part of the process. You will access your survey in exactly the same way as all the other raters.
- Once the raters enter their "User ID" and password they will be taken straight into the survey.
- Raters may choose to save the information they have entered at any stage. This information will be saved directly to the Full Circle Feedback database. They can then access the survey and continue at any time. Once the survey is complete, the raters will be prompted to make sure they are ready to submit the data entered. Once a survey has been submitted, it cannot be retrieved.

## **Feedback Skills Coaching**

You can use this module as a warm-up activity as there are real benefits in preparing to receive multi-source feedback. It may also be used as a skills coaching activity for anyone who is facilitating feedback sessions. The module covers the following areas:

- An overview of the FCF-360 reports.
- A Learning Guide to help you interpret your report and develop and write an action plan.
- A “Case Study” which takes you through a sample report.
- Assistance with developing and writing an action plan. This action plan will sit behind your report for future reference.
- An overview of nine personality types, together with tips on giving and receiving feedback for each.

## **Debriefing Reports**

There are three aspects to debriefing reports:

- Developing insights
- Formulating action
- Committing to change.

It is difficult to undertake the process in a vacuum so if you are not having your FCF-360 report debriefed by a facilitator we strongly recommend that you complete the online skills coaching module.

## **Results Tracker**

- After you have completed the FCF-360, you will receive a Results Tracker at intervals throughout the year. These intervals are three months, six months and nine months after the initial report.
- You will receive an email with a link back to your original report and action plan.
- This is an opportunity for you to revisit your report and action plan for the next Result Tracker period.
- You can log into your report and update your action plan at any stage.
- After the 12-month cycle you will have completed the Full Circle and hopefully increased your self-knowledge and made some performance improvements.