

Peter Welch Coaching now offers 360° Feedback via Thomas International, plus training and support

360° feedback provides insightful information to a performer from a number of sources both inside and outside the organisation. In this way, a performer will “see” how others see them without the potential embarrassment of talking face-to-face.

Respondents are selected by the person – their manager, peers, team members, external contacts and customers – and invited to provide anonymous feedback online (up to 24 respondents can be selected). Their feedback is gathered and presented in a report which enables the person to gain insight into their perceived strengths and development areas.

This leads to completion and commitment to a personal development plan that quantifies development priorities in those ‘hard to quantify’ soft skills e.g. communications

Why use 360° feedback?

- 360° feedback is fast to complete, easy to administer, and is repeatable – you can benchmark reviews for future comparison
- Anonymous, so protects individuals’ sensitivity to giving real feedback directly
- Enhances the performers behaviour by increasing self-awareness and by focusing on specifics within competencies in Leadership or Sales areas – see example graph of competencies
- Helps team dynamics and team behaviour
- Supplements existing leadership and management development programmes, coaching and talent management processes

How to access the 360° process

- Contact me to provide an initial consultation to discuss how 360 feedback° can support your specific needs
- Guidance on setting up and using the 360° feedback process using Thomas International’s 360° feedback
- Training workshop for your ‘feed-backers’ to help them feel confident and skilled in presenting feedback reports, and ready to launch the 360° process, including best practice, useful coaching techniques, guidance on pitfalls, etc. See recent case study below.

What does it cost?

Example costs are approx £125 per report, includes range of 6 – 24 respondents:

- 5 performers x 360° report: £625
- 10 performers x 360° report: £1250
- 20 performers x 360° report: £2400
- Training workshop on-site for up to 8 ‘feed-backers’, from £600 per day plus expenses
- Consultancy (as needed) @ £250 per half day, plus travel expenses

Quotes can be provided including customisation of workshops. Please contact me on 01892 853300 and peter@petwelchcoaching.co.uk

Case Study: 360° support workshop for HR Execs in a construction and maintenance company

Peter Welch Coaching was recently hired to provide support to a team of HR Execs in a construction and maintenance company who were about to launch their 360° feedback process. The requirement was to equip the team with useful coaching tools and techniques that complimented the 360° process and to give the team confidence in delivering the initial feedback reports to managers and professionals.

A customised workshop was provided on-site that comprised:

- best practice and tips on providing 360° feedback; sample 360° reports to practice on
- key coaching tools, such as GROW, and techniques including support and challenge, comfort zones, questioning and listening, building rapport, gaining acceptance, development planning and follow up
- additional learning resources to support the team's development, including People Alchemy resources

Feedback from the team was positive and they felt confident and ready to start providing feedback reports to colleagues.

To customise a workshop for your 'feed-backers' please contact me on 01892 853300 and peter@petwelchcoaching.co.uk

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