



Reflections 360

Skills Focused 360 Feedback



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Why use a 360 Multi-rater?

For organisations, availability of 360-degree feedback can help people gain self-awareness into how they are seen by others.

It is well known that talented employees often leave their organisation as a direct result of the relationship with their boss. A 360 can help leaders review their significant relationships and build on strengths or change ineffective behaviour.

Reflections supports a variety of Talent Management initiatives such as:

- Emerging & high potential talent programmes
- Coaching programmes
- Leadership Development Programmes
- Transition
- Culture change
- Talent Reviews and Succession Management
- Teambuilding

Reputation is critical to success

Whether we like it or not, our reputation at work impacts on our day to day results and our future career potential.

How others perceive our abilities and what we are known for may be similar, better or worse than how we see ourselves.

Specific insight around key skills others experience, or do not experience, working with us can provide choice about what we want to stop, start or keep doing,

Of course some behavioural skills are natural strengths derived from our personality and others we have to consciously work at.

Not knowing is simply a blind spot.

“A recent interview with New York Times bestselling author and organisational psychologist, Tasha Eurich, revealed that 95% of people think they’re self-aware, but the real number is closer to 10%.”

It's all about self-awareness



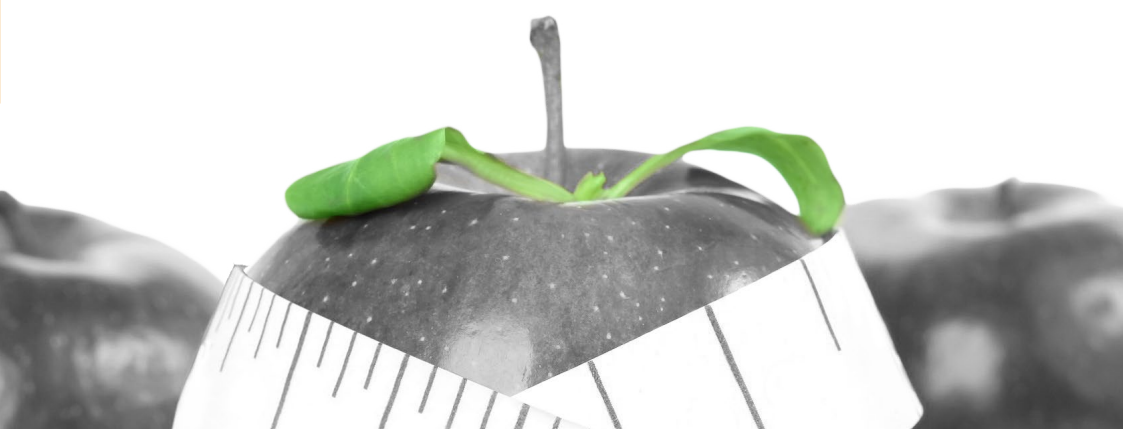
Our approach

Create a simple to use process that generates high quality and actionable feedback.

Once set-up the completion process can be tracked, automated email reminders sent and generate reports when ready, or allow local administration access and control whichever suits.

Key Features

- Easy to configure for rapid deployment
- Option to choose from our dictionary of over 60 competencies and question items
- Option to choose our first line, middle or senior manager competency profiles
- Option to use your existing competencies
- Option to include our Team Climate Survey free of charge
- Intuitive report to enable the participant to easily interpret their results
- Built-in progress monitoring and analytics to assess competency strengths and blind spots across groups
- Pay as you go or unlimited use license





360 Implementation

1

SURVEY SET UP

Choose your competencies from one of the three options below:

1. From the APS Dictionary
2. Ask us to map your framework to the reflections 360 system
3. Pick from one of our pre-configured profiles:
 - 1st line manager
 - Mid level manager
 - Senior manager

2

SURVEY CONFIGURATION

- Configure the project timing
- Confirm rater group names
- Confirm participants and raters
- Add company logo
- Choose to include team climate survey
- Select randomised question items or display in skill order

3

SURVEY DEPLOYMENT

- Choose a pay as you go or licenced usage package
- Set go live date



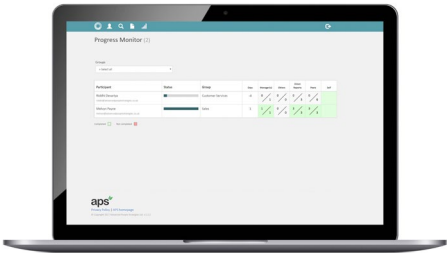
Managing the 360 process

Admin | Tracking | Analytics

360 Administration & tracking

The system is fully automated, however you may occasionally wish to monitor completion progress. Administrators are able to:

- Track progress
- Add participants
- Send automated email reminders
- View data trends



Participant	Status	Group	Days	Manager(s)	Others	Direct Reports	Peers	Self
Riddhi Devariya <small>riddhi@advancedpeoplestrategies.co.uk</small>	<div><div></div></div>	Customer Services	-4	0 / 1	0 / 0	0 / 3	0 / 6	
Melvyn Payne <small>melvyn@advancedpeoplestrategies.co.uk</small>	<div><div></div></div>	Sales	1	1 / 1	0 / 0	3 / 3	3 / 3	

Completed ■ Not completed ■

Analytics

The reflections 360 platform offers trend analysis per competency profile, the data is also ordered per department or per country if you are running a global 360 Multi-rater feedback initiative. The 360 Feedback trend analysis can provide HR professionals key insights to support broader development plans which could help target resources effectively.

- Aggregate results at competency level
- Bench-marking group results
- Compare results year on year

Questions that might arise

- What do the trends advise?
- Which competencies are strengths?
- What leadership development will give best ROI?
- Do we see retention differences between business areas according to team climate?
- At an individual level – what readiness is there for next job?



Optional Team Climate

It is well known that an engaged team are much more productive than a disengaged team.


Engaged employees are often highly involved and included by the leader and colleague which increases loyalty and talent retention.

The Leader has a significant influence on the working climate of the group both

consciously and unconsciously.

Reflections offers the option to include a short questionnaire to the Leader's direct reports to assess the working climate they create.

There is often a visible link between the competency and Climate results from Direct Reports in the Reflections survey.



If Culture is collectively influenced by leadership - what's it like working in your team?



eam climate

The Behaviors you demonstrate when managing your team will influence how direct reports experience working with you and the overall Team Climate you create. Consider how your guiding principle ratings in the previous section may align with the responses from your direct reports below to help prioritize personal development actions.

Day	Number of People
Monday (01)	5.7
Tuesday (02)	4.7
Wednesday (03)	4.5
Thursday (04)	4.1
Friday (05)	4.4
Saturday (06)	4.4

4.5
gaters

58%
Agreement

- Q1. I have clear goals and objectives
- Q2. I know and understand what is expected of me
- Q3. I receive all the information I need to carry out my work
- Q4. I have confidence in the process by which important decisions are made in my team
- Q5. I am encouraged to be innovative in my work
- Q6. Good work is appropriately recognised in my team
- Q7. I feel a strong sense of job satisfaction



What's in the report?

Profile Results

- Compares self rating of competencies to the rating from others
- Longer term this can also include a benchmark from previous years & company wide norm

Profile Results summary, side by side raters vs self results. Identifies blindspots in behaviour. Also agreement level of what the rater consensus is, expressed as a percentage.

Feedback

- Key anonymised feedback which often relates to job related experiences
- Valuable hints and tips to increase leadership effectiveness and helps career guidance

Asks all raters for feedback relating to participants key strengths and recommended areas for development

Question Item Results

- Outlines responses to questions
- Enables participants to easily target specific behaviours to potentially work on

Rank Order

- Signals what participants are best at and their least effective behaviours
- Signals where there is most disagreement in behaviours



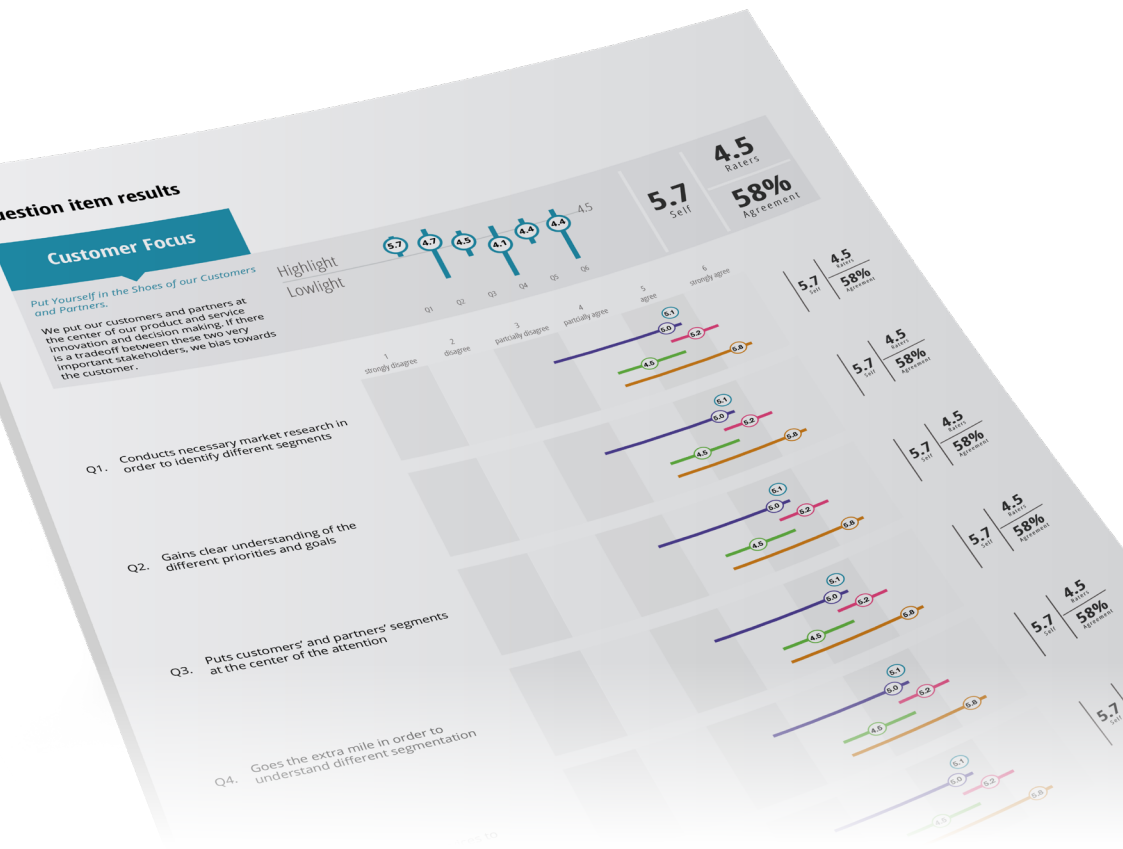
Development Suggestions

- Signals participants key strengths
- Signals the participants key areas for development

Action Planning

- Participants decide what action to take forward

Area for participants to summarise key takeaway insights resulting from the survey to support company personal development plan





About us



Our Values



Agile

We strive to respond quickly and appropriately to changing conditions, emerging Insights and technologies



Trusted

Our aim is to build and maintain long-standing client relationships



Innovative

We seek to create leading-edge products, services and solutions for our clients



Guiding

We look to bring new insights, trends and research findings to the attention of our clients



Science

Our work is grounded in sound research, best practice and application to real life



Client Focus





Advanced People Strategies Ltd
Mulberry House, Lamport Drive, Daventry, Northamptonshire NN11 8YH



info@advancedpeoplestrategies.co.uk



+44 (0)1327 437000



advancedpeoplestrategies.co.uk



hoganassessments.co.uk