

360 Feedback: Consulting Support for the Survey Process

It takes more than software for a 360 assessment to achieve your leadership development objectives. The upfront communication, survey design, and follow-up development planning are essential to ensuring the desired outcome – and for your participants to grow as leaders. The Chatfield Group has the expertise and tools to support you with 360 survey implementation and to be your organization’s leadership development partner.

The Chatfield Group includes leadership development experts who have designed surveys, managed survey projects, and coached and trained thousands of managers. We are an alliance of independent consultants... serving leaders at every level across a wide spectrum of industries.

Consulting Support Key Steps

Project Planning

- Clarify the goals of the 360 process
- Determine how data will be used
- Decide on level of customization desired
- Establish schedule for implementation

Competency Model Development and Survey Design

Three basic options:

- Use your own competency model
- Semi-customized: 360 team selects desired competencies and related behaviors from the **Chatfield Group’s** database
- Fully-customized: The Chatfield Group develops a competency model specific to your organization. Involves critical incident behavior interviews with high performing leaders

Acting on the Feedback

- Coaching - meet with individuals to review their feedback report and develop action plans
- Training - teach managers how to use the 360 feedback to coach their direct reports and/or teach internal consultants how to serve as coaches throughout the process
- Presenting to Leadership Team - review aggregate data with the leadership team and determine appropriate organization-wide responses

Worry-free Technology

The Chatfield Group owns specialized software that uses web-enabled Application Service Provider (ASP) technology. We do all the work to behind the scenes, so participants in the survey simply click on a link to the feedback survey. This web-hosted model ensures anonymity which produces better data. There is no special software for you to install or maintain, and no IT resources are required.

Talent Assessments of All Kinds

The Chatfield Group also provides other assessments, including employee surveys, culture studies, and a wide variety of individual assessments, such as MBTI, EQ, DISC and others, which can be used to help you strengthen organizational performance and maximize organizational talent.

To learn more, please contact us!

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Experience + Insight to Strengthen Performance