

# **360° Feedback Survey**

*for Supervisors, Managers, & Administrators*

**FEEDBACK THAT COUNTS**

*Enhancing Supervisory and Leadership Skills*

# Agenda

- Introductions
- Why 360° Feedback Survey for Supervisors
- What is feedback and how to use it
- Roles and responsibilities of all employees
- What to expect/process
- Discussion

## Background

- The Ombud's FY 16 Report Recommendation
- Adoption of recommendation by Dr. Pollard
- HRSTM Initiative aimed to fulfill MC's mission, vision, strategic goals and values
- First 360° Feedback Survey in Academic Year 2017/2018

# Why 360° Feedback Survey for Supervisors?





# Mission, Vision, and Core Values

## Mission Statement

*We empower our students to change their lives and we enrich the life of our community. We are accountable for our results.*

## Vision Statement

*With a sense of urgency for the future, Montgomery College will be a national model for educational excellence, opportunity, and student success. Our organization will be characterized by agility and relevance as it meets the dynamic challenges facing our students and community.*

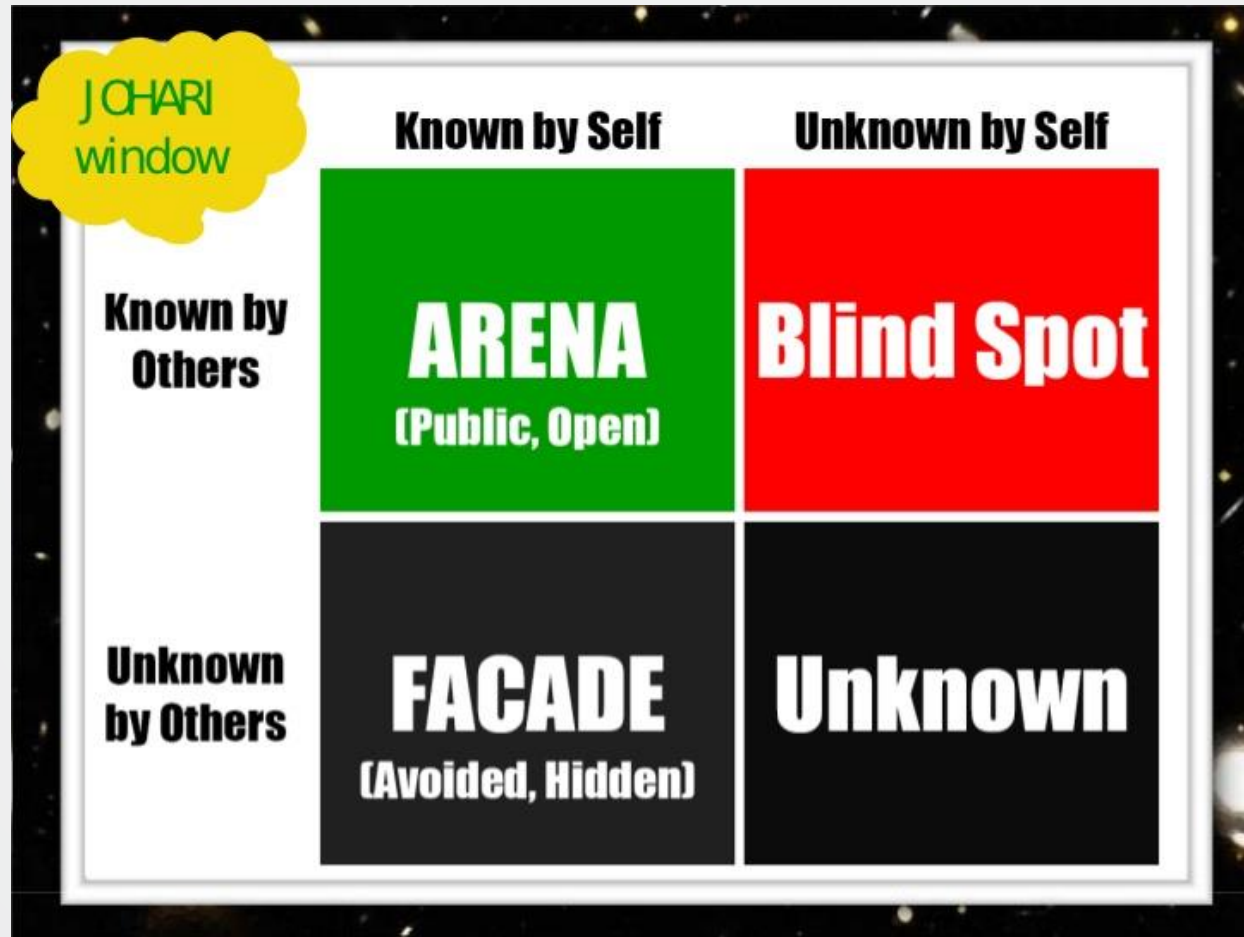
## Core Values

*Excellence \* Integrity \* Innovation \* Diversity \* Stewardship \* Sustainability*

## MC's Approach

- Developmental tool
- Anonymous 360 Feedback instrument
- No impact on compensation
- Your manager or supervisor can access the results to review and use data for developmental purposes
- Customized by the 3D Group
- Manage and integrate the process into developing performance
- Follow-up support for participants (coaching, IDP, etc.)

# Feedback



# Understanding 360° Feedback

- The 360° tool (multi-rater)
  - How it works (360° view of behavioral strengths and weaknesses)
  - The Survey (collecting feedback on skills and behaviors (work style) people can see)
  - Providing feedback (self, manager, peers, direct reports, and customers)



# Understanding 360° Feedback



- Roles (Senior Leadership, Raters, Participants, Supervisor, HR,)
- The 3D Group (3<sup>rd</sup> Party vendor)

# Roles and Responsibilities

## Participant Supervisor:

- Take ownership of their feedback
- Increase self-awareness
- Drive their own learning & development
- Find their own answers
- Assume responsibility for career choices

## Participant Supervisor's Supervisor:

- Support individual career development
- Guide participant towards awareness and clarity
- Maintain non-judgmental focus
- Make observations and provide feedback
- Support and encourage progress

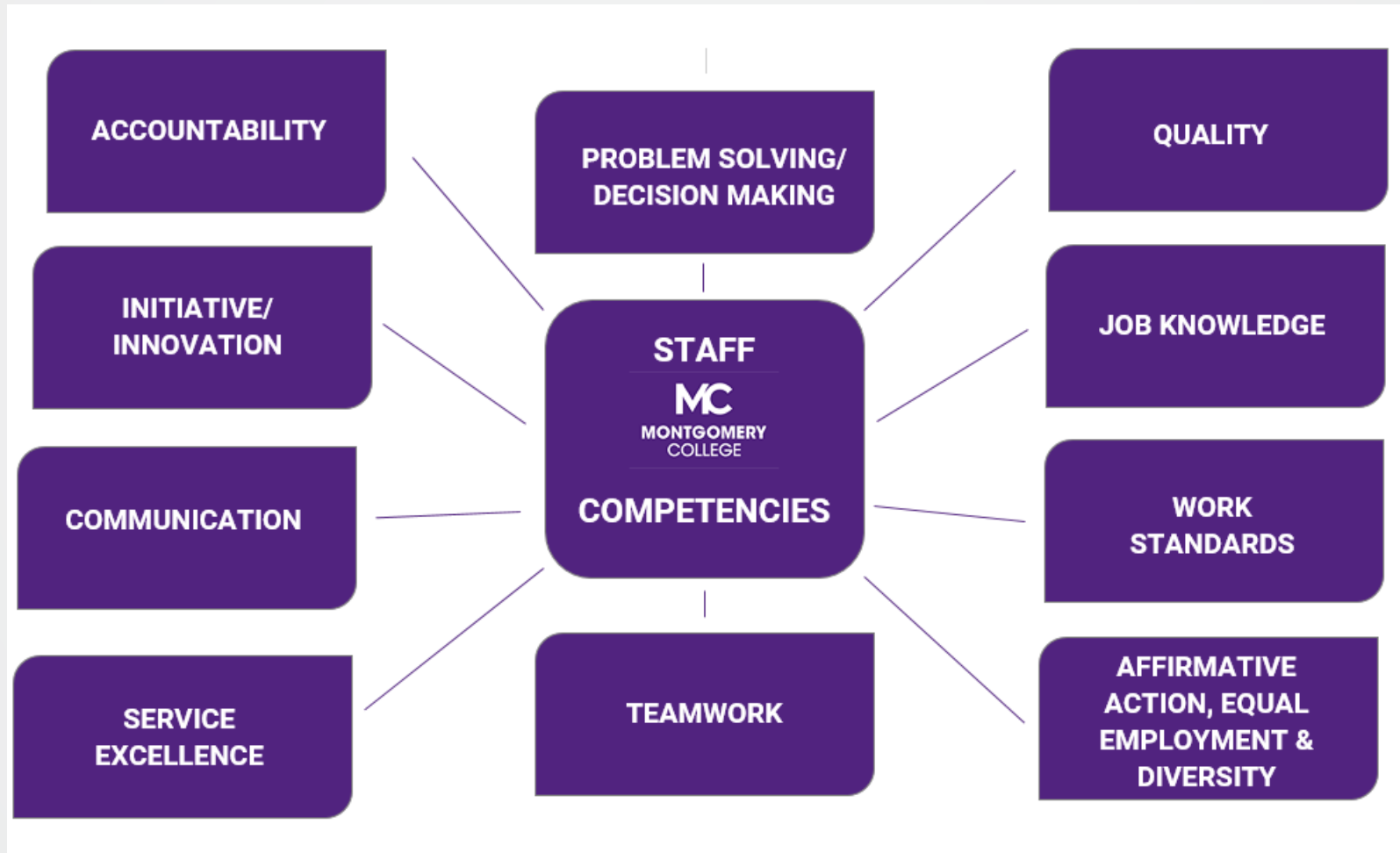
## MC 360° Coach

- Ensure the 360° process flows in a timely manner
- Serve as confidential thought partner to the participant
- Incorporate relevant development resources
- Support development action planning

## Rater

- Honors the invitation and request to provide feedback
- Provides constructive and accurate feedback
- Actively manages personal biases
- Respects confidentiality and trust required

# Survey Content: Competencies



# Rater Feedback Challenges

- Biases (Central Tendency, Leniency, Recency, Halo, Horn Biases)
- More about Self
- Accuracy
- Constructive versus Destructive

- <http://view.vzaar.com/9620183/video>

- [360 RATER BIAS](#)

*Right click link and select open hyperlink*

# Advantages of 360°



## What does it mean to me?

MC  
Wants  
you!!



- Why, what, when, who, where and how, what does it mean to you and for you?
- Be a key part of this process
- Envision the benefits for your business unit and the benefits to your development
- Discussion

**THANK YOU**