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### 360 for project staff – the process

The table below sets out the process for conducting the 360 process with your project managers and your project sponsors. It is a guide and should be treated as such. There may be aspects we can omit and there may be additional elements that need to be included. Call us on 020 8446 7766 to go through any issues or where you want to discuss elements.

The starting point for the process described below is that Project Agency has received a brief to proceed with a 360 review for a group of staff. Some of the areas mentioned below are internal Project Agency responsibility, some are your responsibility as the client and, some are joint responsibility. The area of responsibility is shown in brackets.

	<b>What is involved</b>	<b>Comments</b>
Stage 1	Developing competences for your target group of those being 'rated' ('subjects')	You may already have competences for the target group. If not, we can help you to devise these from our knowledge bank developed over many years experience of 360 feedback projects. (Joint)
Stage 2	Programming the agreed measuring criteria (job description/person spec)	This is a critical element of the process as it determines what it is we are measuring(Project Agency)
Stage 3	Receiving and programming all participant details	This includes the 'subject' person being rated and their raters (joint – yours to let Project Agency know the names and email addresses of the people being assessed and those rating them and Project Agency's inputting this into the system)
Stage 4	Raters receive an email with briefing material	It is vital that all the subjects and raters fully understand the role they play in the process. The subjects are usually briefed a few days before the project 'goes live' (is scored) and the raters receive a guidance document ensuring they understand and know their role on their part! (Joint – yours to ensure everyone knows what they are supposed to do; Project Agency

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		to ensure everyone receives the briefing materials and we physically brief as many people as possible about the process
Stage 5	Publishing and hosting 360 project on line	Project Agency ensures that the materials are made available to the right people at the right time for the duration of the project. We also advise of any problems with incorrect email addresses (Project Agency)
Stage 6	Contact with all participants with the url for the questionnaire	This includes password information and if needed details of a helpline number (Project Agency)
Stage 7	Raters complete ratings on target	We normally allow 2 weeks for this process to take place. (Joint)
Stage 8	Sending out email reminders to non responders during the period the project is open	This is based on an agreed timetable (both)
Stage 9	Providing status reports as required	This is a status report showing progress of completion of questionnaire. (Project Agency)
Stage 10	Downloading and processing all feedback data	Project Agency
Stage 11	Providing a report for each subject	This is where Project Agency provides the individual with their personal confidential report based on the 360 process. (Project Agency)
Stage 12	Individuals have a 1 to 1 with Project Agency Consultant	This is where we look at the report and develop an action plan for the subject (joint)

The above is a process we have developed and works. Your project may mean that you will need fewer or additional processes and this is something we will need to agree with you.