Technology Enhanced Learning

Case Study:
360-degree assessment

Introduction:

Exponential Training uses 360-degree assessment to help individuals and teams become more self-aware and identify areas of personal and professional development.

Traditionally feedback on performance in the workplace has been provided by a line manager and has rarely taken into account the views of peers and direct reports.

Exponential Training designed a bespoke 360 assessment tool, Perspectives 360 (P360), to assess performance in six key skills essential to the effective performance of managers. These key skills, or core skills, focus on planning, communication, team-working, leading, personal effectiveness and managing people. Each core skill is further broken down into specific skills.

Online feedback collected from the manager to be assessed, from their line manager, peers and direct reports is then used to create a report that can help to identify areas of strength and areas of development for the manager.

Summary:

This case study is about how P360 assessment has been used to assess the strengths and areas of development for individual managers and for the management team as a whole within organisations.

"*P360 assessment was an ideal online assessment tool for creating profiles about how managers perceived themselves and how they were perceived by others.*

The individual reports allowed managers and the teams to prioritise their professional development and create action plans to meet their needs."

Anne-Marie, Performance Coach

Perspectives360
Simple and effective 360° assessment

P360-Degree Assessment Using TEL:

P360-assessment allows managers to receive confidential and anonymous feedback from those they work with.

Technology Enhanced Learning (TEL) provided the opportunity for Exponential Training to transform their paper based P360 assessment process into an online version. This was then built into their delivery model, offering organisations the opportunity to understand the strengths of their managers and how to further develop their performance.

P360 requires a manager to invite between three and nine people they work with to provide feedback relating to their performance at work. Each person involved in the assessment is provided with their own login credentials for accessing a secure, online, confidential questionnaire comprising 72 behavioural statements.

TEL allows all the results to be aggregated, analysed and used to prepare the manager's P360 feedback report instantaneously. Using online software, a trained P360 facilitator helps the manager to reflect on the feedback and commit to developmental actions.

The Impact of P360 Assessment

Using TEL for providing 360-degree feedback has vastly reduced the time it takes for a manager to receive their report and means that they can start planning their areas for development sooner rather than later.

Exponential has used P360 to support development programmes delivered to a number of organisations across the UK. To measure impact P360 assessment has been carried out at the start of the programme, then repeated upon its completion. This has allowed both the individual managers and the organisations to track changes in behaviour and to focus on how to maximise the way in which core management skills are applied.

John Moore, Managing Director, Exponential Training commented:

"Those taking part in the assessments felt comfortable in being able to provide anonymous and confidential feedback. They understood the importance of being honest and contributing to not only their development and the development of their colleagues, but also to that of the teams they belong to.

It's always rewarding to see the impact of P360 and the way in which people develop."

E-Growth a project funded by the Erasmus+ programme. The project set out to explore the use of business simulations and Technology Enhanced Learning (TEL) in the delivery of Vocational Education and Training (TEL). The TEL Handbook and E-Growth business simulation is available in English, Czech, Spanish, Greek and Hungarian.

For further information visit:

https://e-growth-project.eu/