

LEADERSHIP AND 360 ASSESSMENT

Design and execution of a 360 feedback survey for a company's mid and senior level roles

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AT A GLANCE

- Leaders were found to demonstrate customer focus but needed to work on risk taking
- Learning agility was identified as an area of focus for the leaders
- A polarization of scores was observed between self, subordinates on one side and managers on the other side
- Leveraging Diversity had significant variation in scores across the group
- Collaboration and communication were identified as key in influencing overall performance

Feedback is the breakfast of champions

BILL GATES

At Talentonic, we believe in the power of a well designed and executed 360 feedback in driving meaningful change.

Contact us to learn more about our 360 product

CONTEXT

An online travel company with a global presence recognized that improving the performance of its current and future leaders was critical to driving business success. The leadership team decided to engage Talentonic to conduct a 360 feedback survey for 300 people at senior and mid level roles

ENGAGEMENT

The 360 survey was designed to gather feedback from peers, subordinates, managers and stakeholders, as well as from the leaders themselves. The objective of the survey was to identify areas for improvement and develop targeted action plans for each leader.

APPROACH

The 360 feedback survey focused on several key areas, including customer focus, execution orientation, risk taking, and team building. A high survey response rate of 98% was driven through focused reminders and easy UI of the Talentonic product. Talentonic also analyzed the survey results to identify common themes and trends across the leadership team. Areas of strength and development for the leadership team were identified.

RESULTS

Generated Self Awareness

The feedback generated a high degree of self-awareness in the leaders by showing a comparison of self perception vis-a-vis how their work group perceived their behaviour

Identified Development Areas

It enabled the leaders to identify development areas for themselves and create feedback based action plans

Provided Verbatim Feedback

It provided powerful qualitative feedback to leaders from their work group

Created Feedback Culture

The survey also helped to build a culture of continuous improvement, with leaders embracing the importance of feedback and committing to ongoing development.