



360° Feedback Masterclass Programme

This one day programme is aimed at Coaches, Trainers and Managers and gives expertise in the use of 360 feedback in organisations for team or individual development. On completion of the course you will become a certified user of the Q-OPD 360° Feedback Appraisal system, enabling you to use the unique Q-OPD International 360° questionnaires and reports with your staff or clients. This course will enable you to introduce and implement 360° feedback successfully - among other things you will learn how to:

- Put forward the pros and cons of the 360° Feedback to the Board and decisions makers
- Avoid the pitfalls and create 'buy in' among reluctant participants
- Have a process for rolling out the 360° Appraisal as part of an organisational development or cultural change programme
- How to interpret and feedback 360° reports

Why is 360° Feedback useful?

360° Feedback is a safe and confidential means of giving and receiving valuable developmental feedback from others in the organisation. The use of 360° Feedback is now so well established that the sensitive introduction of such a system and the skills necessary to interpret and deliver the feedback have become essential for Coaches, Trainers and Managers. 360° feedback can be used for:

Cultural change programmes:

- focusing on behaviours critical to an organisation's success e.g. Diversity
- embedding the organisational values and standards
- creating a 'coaching culture' among managers

Benchmarking & creating outcomes data:

- identifying team training needs and developing training programmes based upon these

Feedback Comments

'A very good programme' - *Annie Bryans, Principal Educational Psychologist, Royal Borough of Kensington.*

'Full of excellent information; generous sharing of practical, immediately useful knowledge' - *Diane Walker, Trainer (Insurance Company).*

'Very useful at understanding the benefits and putting together a strategy for selling in the 360 linked with the importance of following through with the development plans' - *Pauline Johnson, Business Training Manager, n - power*

- ROI - a means of evaluating training / coaching programmes

Enhancing the flow of communication:

- Providing staff with a confidential means of giving their manager's developmental feedback
- Creating a 'learning' culture within organisation
- Reduce stress in the organisation

Individual development:

- Providing a focus for coaching high performing staff
- Pin pointing developmental needs for remedial coaching
- A means of evaluating positive behavioural change

What is 360° Feedback?

360° Appraisal feedback is a powerful method for identifying a Team/Individual's strengths and developmental areas from the perspective of their work colleagues. This feedback allows identification of those areas that when developed, will have maximum impact on their results within the organisation.

How is the course structured?

This 1 day programme is a careful mix of theory and practice with group discussions and exercises. You will cover among other things:

- Strategies for successful implementation of the a 360° feedback system
- The value of pre and post 360° Feedback meetings with the participants and their assessors
- Useful tips on gaining 'buy in' and overcoming the fear of the process
- Customising the questionnaires in order to make the feedback even more relevant
- The do's and don'ts of effective interpretation of the report and facilitation of 360° feedback

As part of the course you will be able to go through the Q-OPD 360° feedback and will receive a 30 page report and personalised feedback. You will also receive a comprehensive manual and a set of relevant slides and handouts on CD which you will be able to use freely. On successful completion of the programme you will become a certified user of the Q-OPD range of questionnaires and reports.

Who will be running the programme?

The programme is run by Nina Len who has a Masters Degree in Occupational Psychology, is a former Senior Manager in Industry and is a Certified Trainer of NLP. She specialises in 360° Degree feedback and has implemented 360° systems in a number of major organisations.

For further information please telephone Nina Len on 01344 484634 or visit our website at www.qopd.co.uk

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