



Your 360° Feedback Experience

The Basics

- The sole purpose of 360° feedback is to help you develop to your full potential as a leader in Tennessee.
- The feedback you receive is based on the demonstration of the 12 LEAD Tennessee behavioral-based core competencies.
- A competency is a combination of knowledge, skills and abilities that, when demonstrated consistently, can differentiate between average and superior performance. Behavioral-based competencies are observable and measurable.
- 360° feedback means you receive feedback from a full range of individuals who are using the same survey.
- Individuals providing the feedback are “raters.” There are four groups of raters: Manager, Peers, Direct Reports and Others. You select your raters.
- An internet-based survey asks raters to assess the frequency in which they observe you demonstrating specified behaviors associated with the 12 LEAD Tennessee core competencies. You also assess yourself by completing the survey.
- A report is generated showing the differences in perception among your raters as well as between you and your rater groups.
- Confidentiality of the report: The 360° feedback report is read only by you and the designated coach for the sole purpose of development. DOHR rigorously adheres to and treats all reports as confidential. Participants do need to be aware that 360° reports may be considered public records and subject to disclosure upon request.
- Rater Anonymity: Manager feedback is not anonymous and exact responses will be shown. Feedback from Peers, Direct Reports or Others are combined and displayed as averages by group. No one rater’s response will be individually identifiable and at least three raters in a group must respond for that rater group’s data to be shown.



The Process

Step 1: Select your raters

- A rater should be a person who: ♦ you work with frequently ♦ has observed you in a variety of situations ♦ will give you honest feedback.
- It is recommended you select a minimum of five raters for the Peer, Direct Report and Other groups in order to ensure the minimum three responses required and groups averages to be displayed.
- You may want to discuss your rater selection with your manager to gain his/her insight and opinion but the final decision is yours.
- Use the excel spreadsheet received on **11/15/10**, to fill in the rater information. Save it with a name that incorporates your name (johndoe.xls) and return it to Renee.Jordan@tn.gov no later than **11/18/10**. Keep a copy, as TalentQuest will request you to nominate your raters online.
- On **11/29/10**, you will receive an email from the TalentQuest (the vendor) system directing you to their site to "Nominate" your raters. Your Username and Password will be contained in this initial email. The email will come from info@talentquest.com.
- Once in the system, TalentQuest will prompt you to change your password and select a reminder question/answer. To access the Nominate Rater screen, click on the plus (+) sign next to "Nominate 360° Raters" on the main menu and click "Self" to continue.
- Click the "Add Employee Raters" link. You will be entering an alpha database of all the raters selected by you and your fellow participants in Alliance Two. Reference your excel spreadsheet and key in the name of the rater in the pop-up search screen. Once the correct name appears, select the rater group and click "Add to Rater."
- When finished adding **all** of your raters, click "Submit." Do not click "Submit" until all raters are added. You may "Save as Draft" and finish later. Deadline for you to complete the nomination of your raters is **12/1/10**.
- You will receive an email on **12/2/10** from TalentQuest letting you know your raters have been finalized. To encourage your raters' participation in your 360°, TalentQuest provides a sample email you can send to each of your raters. **Important:** blind copy all raters in one email or send individual emails to ensure anonymity of raters and prevent comparison of responses among raters. Send your email by **12/3/10**.



The Process (Continued)

Step 2: Complete the Survey

- All raters receive an email from TalentQuest on 12/6/10 providing a web link, username, password and invitation to complete the survey.
- You will use the password you created in nomination phase while adding your raters as you enter the system for the first time.
- To access the survey, click on the plus(+) sign next to "Fill Out 360° Survey" on the main menu and click on "Self" to continue. Follow directions to complete the survey.
- TalentQuest sends you and your raters a reminder email mid-way.
- Trish Pulley will monitor survey completion. If you are not getting a good response rate, she will contact you and request you send out a blind copy email to all your raters requesting they complete the survey.
- Survey closes **12/17/10**.

Step 3: Receive your feedback

- No later than **11/30/10**, call or email Renee Jordan renee.jordan@tn.gov to reserve your seat at a three hour coaching session where you learn how to interpret your report, and draft your development plan. Sessions held at James K. Polk, First Floor Training Room #3, limit 18 seats per session.
 - January 24: 9:00–12:00 OR 1:00–3:00
 - January 25: 9:00–12:00 OR 1:00–3:00
 - January 26: 9:00–12:00 OR 1:00–3:00

Step 4: Take the next steps

- As part of your coaching session, you will help identify three strengths and three areas for focused development. You are encouraged before **2/28/11** (Summit 1) to meet with your manager to discuss the 360° experience, share your strengths and discuss the areas for development.
- Thank your raters for their feedback and reinforce anonymity.
- Work your development plan, seek feedback, and enlist your coach.

360° Support

General Questions

Trish Pulley - 615-741-4126
Trish.Pulley@tn.gov

Technical Support

Renee Jordan - 615-253-8911
Renee.Jordan@tn.gov