

According to the experts, multi-rater feedback is a fundamental element in best-practice performance management. In fact, the Performance Management Standard, indicates that gathering feedback from individuals other than an employee's manager to assess performance is a best practice related to goal setting/management.

360 degree feedback is a method and a tool that provides each employee the opportunity to receive performance feedback from his or her supervisor and four to eight peers, reporting staff members, co-workers and customers. The rated areas are also responded to by each individual in a self assessment.

360 degree feedback allows each individual to understand how his effectiveness as an employee, co-worker, or staff member is viewed by others. The most effective 360 degree feedback processes provide feedback that is based on behaviours that other employees can see.

The feedback provides insight about the skills and behaviours desired in the organisation to accomplish the mission, vision, and goals and live the values. The feedback is firmly planted in behaviours needed to exceed client/customer expectations.

The purpose of the 360 degree feedback is to assist each individual to understand his or her strengths and weaknesses, and to contribute insights into aspects of his or her work needing professional development.

Advantages:

“While self-assessments give the employee a voice in the performance appraisal process, 360 degree reviews help managers and employees better understand strengths and weaknesses as perceived by peers, team leaders, mentors, subordinates, or even external stakeholders, such as customers and suppliers. Substantiating feedback with input from multiple sources not only makes it more objective, it increases the impact by making it easier to identify areas that need development”

“Strong talent management is built on effective employee performance management practices. Anything less can have a major impact on your employee engagement and development efforts, your sustainable competitive advantage in people, and corporate performance”.

Cited on AHRI Blog <http://blog.ahri.com.au/performance/why-you-still-need-performance-reviews/>

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