

360° FEEDBACK

In- Council Training

LGMA'S extensive experience working directly with councils across Queensland uniquely equips LGMA to develop and tailor specialist workshops and training programmes, specific to the needs of the individuals and teams within council.

For Individuals

Continuous improvement is the core to ongoing workplace success and personal satisfaction. But how do you know when improvement is required and what form that improvement should take?

Feedback is one mechanism for building awareness and understanding of how you are perceived by others, where you are succeeding and where your approach could use adjustment. Feedback from your manager is critical and, depending on the skills of your manager, may be highly useful. Feedback from colleagues can offer different insight while feedback from your reports can be especially illuminating.

For officers looking to hone their skills, check their approach, better understand how they are perceived and consider the experiences of those who work with them, LGMA can conduct 360° Feedback surveys. With all responses anonymous, these surveys allow greater openness of response and therefore offer reliable feedback.

LGMA's experienced facilitators will debrief you on what the findings mean and how you might respond to matters identified.

For individuals undertaking the process, these reports are confidential to each individual.



Discover how to

- ✓ How your manager views different elements of your performance and contribution
- ✓ How colleagues find working with you;
 - do they want to come to you when required
 - do they value your input
 - do they see you as a blockage
 - do they trust your advice
- ✓ What culture and experience you create for your employees including:
 - consistency and certainty
 - support and compassion
 - clarity (purpose and task)
 - leadership and vision
 - fair treatment and dealings
- ✓ What you can do to improve your approach and engender greater commitment from your team

Key Details

Course duration: 1 hour debrief, 4 week process to allow surveys to be completed and collated

Delivery mode: Online

Enquiries: support@lgmaql.org.au

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For Councils

The managers and leaders in council drive culture, performance and productivity. However, it can be difficult to assess how well an individual is performing in their management role and the culture they create for peers and direct reports.

360° feedback surveys can assist councils to gain an understanding of the skills, strengths and weaknesses of their managers; helping address gaps and reward strengths.

Please note: 360° feedback surveys should not be undertaken as a performance management activity. They are a performance development activity.



Objectives

- 1 Ensure your employees receive quality, holistic, reliable and considered feedback on their performance and contribution
- 2 Assess the performance of individuals as leaders including:
 - the team culture they support
 - the level of trust and respect for your direct reports
 - perceptions of their output, skill and organisation
- 3 Understand the perceptions of peers in relation to an employee including their contribution, helpfulness, knowledge and team commitment
- 4 Assess stakeholder experiences of individual employees

Process

- 1 The facilitator will work with you (individual or council) to identify a survey group (in addition to the manager and up-line, a random selection of direct reports and peers is recommended).
- 2 A survey will be issued via an online-survey tool to each of the selected employees (and/or external stakeholders).
- 3 Survey results will be collated and a summary report prepared.
- 4 An experienced LGMA facilitator will offer a 45-minute de-brief on the results and how to interpret them.