The Gen Team’s
“Mapping your Life for Change™”
360° E-FEEDBACK LOOP for 21st Century Leaders and Managers
About Us

Research shows that the 360° feedback is a proven and more effective way of identifying individual development needs through objective assessment.

The Gen Team’s 360° E-feedback LOOP survey is designed against the national competencies for leaders and managers to ascertain the ‘current state of the nation’ of team members in their role and the impact their management and leadership styles have on others.

Team member surveys, Our 360° feedback LOOP and organisational surveys are powerful ways to ensure YOUR organisation and your team members are performing and developing to their capabilities to their full potential. An effective 360° feedback provide a framework for successful businesses to plan their growth and sustainability of both their people and their resources for the future.

The Gen Team’s Online 360
✓ Team Member Online Survey
✓ Organisational Surveys
✓ Leadership Development
✓ Management Development
✓ Leadership Coaching
✓ Executive Coaching
✓ Strategic Coaching

Our award winning experts in leadership and management development will provide you with your road map to success.

😊 Our e-online system is fast and easy to use. NO software installation
😊 We provide a comprehensive feedback report
😊 Effective Coaching to support feedback and development
OUR APPROACH

The Gen Team 360° E-Feedback Loop

We can customise easily to meet your business needs

*If Feedback is the Breakfast of Champions how are you providing feedback to your Champions?*

What is The Gen Team 360° E-feedback loop survey?

A 360 feedback loop survey is a set of questions that have been designed to ascertain the ‘current state of the nation’ of team members in their role and the impact their management and leadership styles have on others.

We have available a range of general The Gen Team 360° E-Feedback Loop questions, or we can customise the questions to be best suit your needs.

We have an effective on-line platform that requires no software installation. It can be accessed from anywhere in the world, and is available 24 hours a day, 7 days a week.

The Gen Team 360° E-Feedback Loop is flexible and comprehensive – allowing for all team members to participate (managers, supervisors, peers, subordinates, external contacts; such as suppliers and customers) and includes a self-assessment.

We also provide a report outlining the whole participant group to identify training and development needs for your organisation.
OUR METHOD:

**Step 1: Plan the project**
- We clarify the outcomes
- We develop project plans with timeframes
- We create agreement regarding our communication and reporting plan

**Step 2: Design the E-feedback**
- We consult the stakeholders
- We agree the reporting requirements
- Design the survey and evaluation report—either customise or generic

**Step 3: Conduct the E-feedback**
- We brief participants
- We email link to participants
- We generate report

**Step 4: Analyse and deliver E-feedback**
- Prepare participants for feedback
- Facilitate feedback
- Train nominated leaders to interpret and provide feedback

**Step 5: Develop individual action plans**
- Prepare participants for feedback
- Facilitate feedback individually or in groups
- We Train nominated leaders to provide feedback

**Step 6: Evaluation and report**
- Conduct
- We prepare and present report
OUR REPORTING PROCESSES:

Contents of our report

1. HOW TO INTERPRET YOUR REPORT

This section describes how your results are presented and how they are to be interpreted. It also provides you with information on how to interpret the Item Response Appendix.

2. YOUR RESULTS

This section provides information of your scores, a definition of the competency and its target 13 identified behaviours mapped against the AQF competencies for leadership and management.

1. Managing Time
2. Professionalism
3. Decision Making
4. Team Leadership
5. Teamwork
6. Managing Team Performance
7. Managing Change
8. Continuous Improvement
9. Problem Solving Skills
10. Managing Operations
11. Use of Technology
12. Customer Service Focus
13. Professional Learning & Development
3. ITEM RESPONSE APPENDIX

This section provides a detailed insight as to how you and the average of your respondents answered each item in the assessment in order of the Leadership and Management Competency target behaviours.

4. INTERPRETING YOUR REPORT

The Gen Team’s 360° E-Feedback Loop report was designed to assess the current state of your leader’s behaviours. The Gen Team’s 360° E-Feedback Loop was based on the Australian competency framework for frontline leaders. Please note that the terms competency and behaviour are interchangeable.

The questionnaire, as well as the thirteen competencies themselves, have been thoroughly researched and evaluated for both reliability and validity. The Gen Team’s 360° E-Feedback Loop provides objective assessment of your behaviours and this is the first step to becoming an effective leader.

THE REPORT COMPRIS ES TWO MAIN SECTIONS:

1. "Your Results" provides information about each of the thirteen Leadership and Management Competencies and examples of the expected behaviours for each competency. In addition to this information are your scores indicating how you demonstrate the behaviours that comprise each of the Leadership and Management Competencies (Very Effective, Effective, Average, Ineffective, Very Ineffective). The table for each competency shows these scores indicating the impact of these behaviours as seen by yourself and those whom you have invited to provide you with feedback.
2. "Your Self Report scores" indicate your own assessment of your leadership behaviours, those of your Manager, your Peer, and your Direct Reports. These scores reflect how they rate these leadership behaviours against the behaviours that you demonstrate in your role as a Leader and/or Manager. The average score is simply the average of the Manager, Peer and Direct Report ratings. It is important to note that if there is only one Peer or one Direct Report ratings, then all Peers and Direct Report scores will be treated as one group in order to ensure your raters' anonymity. This does not apply to your Manager's scores which are individually displayed in the report.

**EXAMPLE ONLY: DECISION MAKING**

![Bar Chart Example](image)

*Average* = The average of all ratings from others excluding self rating.
YOUR RESULTS

3. DECISION MAKING

*Outstanding leaders confidently and consciously model behaviour that is aligned with demonstrating effective decision making. They are confident in their ability to be decisive and stay with their initial intention. This also includes expecting the same of others regardless of the challenging circumstances.*

In The Gen Team’s 360° e-feedback loop for Leaders and Managers, the expected behaviours for your level and role are:

- Actively models behaviours aligned to the organisation’s core values
- Proactively responds to situations

INTERPRETATION

Lower Scores

*If you have scored in the "Very ineffective" or "Ineffective" range, you are generally not seen as demonstrating the required behaviours for your level. (Please note that you may be demonstrating this competency however at a lower stage of development.)*

You are generally not seen as consistently modelling effective decision making and encouraging others to do the same. This may be because you are more focused on “being liked” or a “people pleaser”, or a challenge with saying ‘No’ in your approach with others. It may also be that you are uncomfortable about confronting people over their behaviours in relation to effective decision making. Alternatively, you may simply prefer to give others considerable latitude to manage their own responsibilities and behaviours.