Leader 360
FAQs
For Survey Contributors

What is a 360 Survey?

360 Surveys are a way of providing others with insight into their behaviour and performance.

For participants undertaking their first 360 Survey, the experience can be quite a daunting one. For those in leadership roles, it will often become an indispensable tool to understand where and how to focus development in a new context.

As a contributor, this is an opportunity for you to provide someone with honest and helpful information on which they can act and develop.

Will my feedback be shown as coming from me?

Your feedback (ratings and verbatim free-text feedback) will be reported anonymously; your name will not be attached to anything you enter, and your feedback will be merged and averaged with others before being reported.

The exception is if you are the only person in a contributor group (e.g. the participant's 'Leader' or their line manager being an obvious example). If you are concerned about your responses being identified as the only person in a contributor group, you should talk to the 360 survey sponsor and/or administrator or the participant (individual you're rating) before you complete the survey.

All comments are reported verbatim but without any names attached so be careful not to identify yourself with what you say.

For further information on Winsborough's privacy policies, click here.

How will I get started with this survey?

Easily! The survey will be conducted on-line. You'll receive an email from: no_reply@winsborough.com with information about completing the survey. Simply click the link in the email to go to the secure survey system to get started.

How does the rating scale work?

As a contributor, you will be asked to indicate how strongly you agree or disagree with a behaviour. The questions in the survey have been included as they are proven to be important in leadership performance and development here at this organisation.

To rate the participant accurately, use the following guidelines:

- Use each end of the scale;
- Treat each item individually, and try not to generalise;
- Think of how this individual specifically behaves; picture actual examples.
- Be honest and accurate, remember your ratings are confidential.

Finally, answer based on your own experience with the participant and not on what you might have heard from other people.

I've provided my ratings, why bother with comments?

Free text comments give the opportunity to provide context for your ratings and suggestions for the participant on how to improve their performance. To provide useful developmental comments and suggestion, use the following guidelines:

Don't:

- Generalise ("Be a better manager").

- Identify what they cannot change ("Increase the budget" or "Become better looking").

Do:

- Be specific ("Slow your speech down"; "Make more time for articulating the strategy on the monthly retreat").

- Suggest how they can build on strengths ("You are great at managing external relationships, so delegate some of the administration to free up time for client meetings").

Note: your comments will be reported back verbatim to the participant, so please don't enter anything that you don't want the participant to read directly.

I've started the survey but decided I do not want to complete it. Will the feedback I've already provided be shared?

No. Our system is set up to only report on feedback that has been submitted. If you start the survey and do not click the 'Submit' button at the end of the survey, your feedback will not be included in the final report. If you have already clicked the 'Submit' button, but now want to have your feedback removed, let someone in the your 360 system administrator know and they'll be able to help you out.

Help! I'm stuck.

Sometimes things don't work quite as you'd expect. Below are a few troubleshooting queries that crop up from time to time. If you get stuck, have a read through these. If the answer you're looking for isn't here, contact your Winsborough support contact at support@winsborough.co.nz or 0800 222 068.

I haven't received my invite to the survey yet.

There are several reasons why you may not have received your invite email yet, including:

- Invites have not yet been sent. Contact your survey sponsor to confirm. If invites have been sent, we will try resending you your invite.

- Your email address was entered incorrectly. Contact your survey sponsor to confirm. If it is incorrect, we will update your email address and resend your invite.

- Your email settings are preventing the email from being received. Check your junk/spam folder as it may have been redirected there. If it is not there, contact your Survey Sponsor.

    o The email address to search for is: no_reply@winsborough.com

- Your firewall settings are preventing the email from being received. This is an IT issue that needs to be resolved internally within your organisation. Winsborough can work with your IT department to help resolve this.

When I click the link, the page isn't loading correctly.

- To access the system requires that you have internet access and a (supported) web browser with JavaScript and Cookies enabled.

    o Please clear your web browser cache and clear cookies and retry the link if you get stuck.

    o If you have gone through all the above options, let your 360 contacts know so they can work with you to explore other options for accessing the survey.

    o Try to load the page using a different device to see if the page will load.

    o Alternatively, please send the URL and screen recordings or screenshots through to support@winsborough.co.nz and we will do what we can to help.

If you have gone through all of the above options, let Winsborough know so they can work with you to explore other options for accessing the survey.

If I close out of the survey, will the responses I've entered be saved?

Yes. If you click the next arrow at the bottom of the screen, your responses will be saved. You can log in later to continue the survey from where you left off by using you invite email.

I completed the survey, but I keep getting reminders.

To complete a survey, you must click the 'Submit' button, located at the end of the survey once you've entered in your feedback. If this has not been clicked, the system doesn't register that you've finished.

If you keep getting reminders, log back into the system, click through to the end of the survey, and hit the 'Submit' button.

I do not know the individual well enough to provide feedback.

Best practice suggests that working alongside someone for a minimum of 3 – 6 months before giving feedback in a 360, this is to ensure that you have had enough experience of them in a range of work states and situations to provide balanced and constructive feedback.

Please contact your 360 surveys if you don't think you can provide feedback and would like to be removed from this process.

I do not know the individual well enough to provide feedback.

We recommend getting in touch with the individual to let them know that you do not feel you can complete the survey. They may want to nominate someone else instead, so it is important that they know.

Also, let your 360 administrator know so that we can remove you from the survey. Removing you means you won't receive any further communications about the survey.
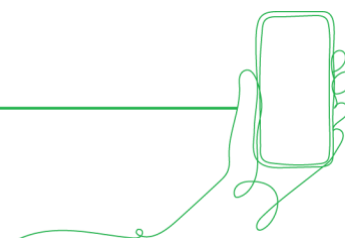
A little bit about us

Winsborough specialises in the business of leadership – selecting, developing, supporting and enhancing leaders across public and private organisations, both in New Zealand and globally.

Winsborough believes all employees deserve better leadership and strives to help make this happen. The team at Winsborough are dedicated to improving leadership and performance at all levels of the organisation: individual, group, team, and organisation-wide. Winsborough is an All of Government provider and can engage with eligible government agencies through this contract.

Need more information? Contact the Winsborough Team:

winsborough.co.nz | 0800 222 061 | support@winsborough.co.nz

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Thanks!