



# Leader 360

# FAQs

For Survey Participants



## What is a 360 Survey?

A 360 is a structured way to seek feedback from a range of people that you engage with through work; such as your leader (line manager), your peers, direct reports and other key stakeholders. This feedback will provide valuable insight into your reputation and how others see your behaviour at work.

## Who is Winsborough?

Winsborough Limited are a specialist organisational development company with extensive experience in 360 surveys and leadership development. Winsborough will treat your personal information with the utmost respect and align with the confidentiality and consenting procedures agreed as a part of this 360 process. Click [here](#) to learn more about Winsborough Limited.

## How will I decide who to include in the survey?

When choosing who to include in the survey, think about those people who will have had enough exposure to you as a leader and can give feedback based on an informed view of your on-the-job performance. We typically recommend that those included have worked with you for at least six months and have had multiple opportunities during that time to experience you as a leader.

Your 360 sponsor will provide you with support and instructions on selecting your contributors. Remember to try to choose a range of individuals, not just those that you expect to give favourable feedback. Remember, this survey is for your development. Often, it is the more critical feedback that can provide you with the most steer for where to focus your development initiatives.

## How will I get started with this survey?

Easily! The survey will be conducted on-line. You'll receive an email from Winsborough with information about completing the survey. Simply click the link in the email from: [no\\_reply@winsborough.com](mailto:no_reply@winsborough.com) to go to the secure survey system to get started.

## Do I need to complete a Self-rating?

Yes. Completing the survey enables you to compare how you view your own behaviour ('identity') with how others view your behaviour ('reputation'). This highlights alignment, as well as your potential blind spots which may be tripping you up.

## I've made my ratings, why bother with comments?

Your comments lend depth and understanding to the ratings. Comments that provide specific examples are particularly valuable in this regard. Comments also give you the opportunity to give further information not covered by the questions.

### What if one of my nominated contributors doesn't like me?

The response options measure how often you do something, rather than evaluation ratings. This is designed to help contributors constructively articulate their perception of you.

Winsborough reviews responses to check for outliers or other potential rating discrepancies. For instance, if one contributor consistently uses only 1's (the lowest rating), while other contributors had more varied scores, this would be flagged and shown in the report you receive.

### I think someone has given me negative feedback, can their answers be taken out?

No. The competencies included in the 360 survey seek information on a range of leadership behaviours from a range of different individuals. All of the feedback you receive is useful to your development. We try to instil in your contributors that their feedback should be constructive.

Before providing you with a report, your 360 sponsor will review the feedback provided to ensure that there is no nothing that is overly negative and unconstructive which could be potentially harmful if included.

### What happens if there is feedback that is overly negative and unconstructive?

Please contact your 360 project sponsor to understand how this is managed within your organisation.

When this is a Winsborough 360 process, we will get in contact with the individual who provided the feedback and give them an opportunity to amend their feedback. If they choose not to, Winsborough may decide to remove their feedback to avoid any harm to you or negative consequences as a result of the feedback being included. In our experience, this very rarely occurs.

### Who will see the results?

The yourself, the individual trained to provide feedback and the 360 administrator are the only people who will see your specific results. But please have a conversation with your 360 project sponsor to understand exactly who will have access to your 360 report as a part of this process and beyond.

While we encourage you to share your results during development discussions with your manager, if anyone else wishes to be provided with a copy, we will need your explicit permission to do so.

### What happens now that I've got my report?

Once you have received your report, you are encouraged to reflect on the results and identify 2-3 key areas for development. You should also discuss your results with your manager and ask for their suggestions on how you can focus your development efforts.

## 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](mailto: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.
  - The email address to search for is: [no\\_reply@winsborough.com](mailto: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.
  - Please clear your web browser cache and clear cookies and retry the link if you get stuck.
  - 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.
  - Try to load the page using a different device to see if the page will load.
  - Alternatively, please send the URL and screen recordings or screenshots through to [support@winsborough.co.nz](mailto: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 your 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.

## A little bit about us

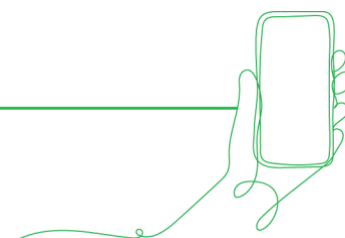
Winsborough specialises in the business of leadership – selecting, developing, supporting and enhancing leaders across public and private organisations, both in New Zealand and globally.

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.

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Need more information? Contact the Winsborough Team:

[winsborough.co.nz](https://winsborough.co.nz) | 0800 222 061 | [support@winsborough.co.nz](mailto:support@winsborough.co.nz)



# Thanks!