

PERFORMANCE EXCELLENCE USING THE CIRCUMNAVIGATOR™ 360 DEGREE FEEDBACK SYSTEM

360 feedback is a powerful process and which can be more easily implemented by using the sophisticated but highly flexible Circumnavigator™ on-line tool. However, not only is it important to understand the power of the tool but the power of the process also needs to be both appreciated and carefully managed.

This 2-day program provides a thorough explanation of how to use the Circumnavigator™ tool and a range of highly practical strategies that can be adopted to optimise the overall effectiveness of the 360 degree feedback process, from initial design to on-going implementation. The course is highly interactive and applies a range of instructional methods to engage the participants. These include lectures, group discussion, role-plays and group exercises, as well as the incorporation of real issues from the participant's own work environment.



Both managers and supervisors within an organisation need feedback to assess their performance and measure progress, especially on how well they are leading and managing other employees. Traditionally, such individuals received feedback only from their bosses through the performance appraisal process. However, this process did not provide information on their interactions and relationships with peers, customers and subordinates. The 360 degree feedback process was developed to fill this gap and Circumnavigator™ is an on-line tool that has been designed to enrich this process for all concerned.

This workshop aims to help participants to:

- Understand the goals of 360 degree feedback
- Review the different types of 360 degree feedback
- Select the most appropriate 360 degree survey for the organisation to use
- Appreciate how to prepare the organisation for the introduction of a 360 degree process and ease the concerns of managers and employees
- Design a specific communication plan to set up the 360 process both positively and constructively
- Understand the power of the Circumnavigator™ on-line 360 degree tool
- Build core competencies into the 360 degree process
- Provide one-on-one 360 degree feedback to each participating individual
- Appreciate how to provide feedback and coaching to participating individuals
- Learn how to discern wider organisational issues and initiatives from 360 degree feedback
- Develop clear action plans for individuals and the organisation as a whole

To book a place on our next public course:

- Phone + 61 7 5593 4350 now to reserve your place
- To pay by credit card complete the booking form and card details on the back page of this brochure and fax it to 07 5593 4377 OR
- To pay by cheque complete the booking form and post it with a cheque to the address provided



What is Circumnavigator™ and how does it work?

360-degree feedback is the process through which an individual is evaluated by his or her manager, peers, direct reports and self. Subsequently, the individual receives a confidential report that details a gap analysis between self-perception and the perceptions of others. Often with the guidance of a Coach, the individual analyses the report and uses its findings to create an action plan for personal and professional development.

Circumnavigator™ is an easy to use but comprehensive on-line system which effectively enables the 360 degree feedback process.

Organisations or teams can either design an entire survey from scratch or utilise any of the 10 built-in versions available (which can also be customised). These are:

- **Teams**
- **Beliefs/culture**
- **Quality**
- **Personal skills**
- **Leadership**
- **People management**
- **Management**
- **Performance**
- **Customer service**
- **Sales**

Each of these versions contain a further ten sub-categories relevant to the particular assessment. For example, for Circumnavigator™ – Teams, the categories are:

- Emotional Intelligence
- Organisational Skills
- Change Management Ability
- Levels of Innovation
- Problem Solving Ability
- Anticipation/Proactive Thinking
- Decision Making Ability
- Feedback Giving Skills

PERFORMANCE

HOW CAN CIRCUMNAVIGATOR™ BE UTILISED?

Circumnavigator™ is a highly sophisticated system designed to help individuals and teams to efficiently deploy a 360-degree feedback process.

In the past, 360-degree feedback was often a "paper war", with questionnaires first being posted out, then completed and returned before being collated and the results posted back to the individual. Questionnaires were often lost, results were wrongly collated, confidentiality was sometimes compromised and a range of other problems were experienced. In addition, the process could take huge amounts of times to complete.

As personal computers have now become commonplace, this process has been transformed, with software now making the entire exercise considerably easier in administrative terms. However, software has presented different limitations with feedback questionnaire designers often determining the structure and format of the questionnaire or the assessment process to be used. Often this may be sufficient but it doesn't permit customisation to local needs and expectations when an organisation wants a highly tailored approach. In the past the only way to overcome these limitations has been to pay for the development of custom built software – an expensive business even for the largest enterprise. However, Circumnavigator™ provides a flexible and cost effective alternative.

At its most basic level, Circumnavigator™ allows an organisation to set up a totally flexible internet based 360-degree assessment for individuals, teams and an entire enterprise, using questions of their choice, rating scales of their own design and rater types of their choosing (peers, customers, suppliers, even friends etc). The system simply collects all the questionnaire input and automatically generates clear, concise and detailed statistical reports (in raw data and graphical form). Perhaps best of all, because of its extensive library of model questions and categories (each with extensive coaching support tips) the individual is offered rich qualitative as well as quantitative feedback.



PERFORMANCE EXCELLENCE USING THE CIRCUMNAVIGATOR™ SYSTEM

Clear and constructive feedback has always been considered an extremely valuable tool to enable people to learn more about themselves and to use the information (if they so choose) to improve their personal style, competencies/skills, or behaviour.

The 360-degree process has considerably improved our ability to offer feedback but it can be a complex tool to utilise and requires careful management and co-ordination. This course will provide you with the skills to effectively manage the 360-degree process.

DAY 1

- The 360-degree or multi-rater feedback process; what is it and why is it important to organisational success?
- Preparing the organisation for a 360-degree process
- Designing and deploying the right survey (including asking the most appropriate questions)
- Managing the 360-degree process and timing issues (co-ordination and control)
- Overview of the Circumnavigator™ system and the library survey options available
- Building a customised survey with Circumnavigator™

DAY 2

- Understanding the 360-degree feedback reports from Circumnavigator™
- Using the coaching intervention information that Circumnavigator™ provides
- Giving effective feedback to individuals on their 360-degree results
- Coaching and guiding individuals to build on their strengths and practically address their development needs
- Understanding team and organisational trends and patterns arising from the overall 360 degree process

Who is the workshop for?

This practical program is designed for individuals who want to utilise the Circumnavigator on-line process to introduce or maintain 360-degree feedback in their workplace, and to build long term individual and team effectiveness through effective coaching using the highly detailed information that a 360 degree feedback report can create. Course attendees may include individuals working in small or large organisations of all kinds, within functions such as human resource management, organisational development and training. In addition, line managers and supervisors who want to gain a better understanding of the process will also find the course invaluable. It is also suitable for internal and external consultants.

WORKSHOP AIMS

At the completion of the 2-day workshop, participants will be able to:

- Appreciate how to use the Circumnavigator™ on-line system in an ethical and professional manner (and understand why this is important)
- Apply Circumnavigator's generic library questions, categories and library questionnaires if needed
- Learn to use Circumnavigator™ to build a totally tailored survey for the organisation to use
- Recognise how to prepare the organisation for the introduction of a sophisticated survey tool such as 360 degree feedback (including how to communicate the process effectively)
- Apply a range of useful coaching and techniques to individuals when feedback is offered
- Develop appropriate action plans for individuals and the enterprise as a whole as a result of the 360 process



YES I want to register for the Performance Excellence Using Circumnavigator program. Enrol me today.

- ① Phone (+617) 5593 4350 NOW to reserve your place.
- ② Complete the Booking Form and attach your cheque (made payable to the Pacific Centre for Organisational Development).
- ③ Mail the Booking Form and cheque to: **Pacific Centre for Organisational Development, PO Box 652, Mudgeeraba, Gold Coast, Queensland 4213.**

REGISTRATION DETAILS

Fee: \$1250 + \$125 GST = \$1375 which includes comprehensive documentation, free on-line feedback profiles, lunch and refreshments. A tax invoice will be issued and fees are payable in advance.

\$125 discount: When two or more delegates from your organisation register at the same time, the fees are \$1375 (incl. GST) for the first delegate and \$1250 (incl. GST) for each additional delegate.

Save further with our in-house training: We would be pleased to run a two-day Performance Excellence program for your staff anywhere in Australia or New Zealand. Simply phone one of our staff to discuss your specific needs on (+617) 5593 4350.

CANCELLATIONS

If you are unable to attend, a substitute delegate is very welcome. We will make a full refund (less \$100 + GST administration fee per delegate) for cancellations received in writing (letter or fax) at least 14 days prior to the course start date. Alternatively you may choose a 100% credit note for the full value of the paid registration fee to apply towards a future course. For cancellations or postponements received in writing at least seven days prior to the course we will give you a 50% credit note for

a future course. Unfortunately, no refund can be made for cancellations or postponements received less than seven days prior to the program start date or for delegates who fail to attend the course. The Pacific Centre for Organisational Development reserves the right to change the program, venue and tutors without notice. In the event that a course is cancelled, the Pacific Centre for Organisational Development's liability is limited to the return of the course fees only. Credit notes are valid for 12 months.

FUTURE DATES

Information about our training and certification workshop programs is available on our website www.OD-centre.org. Click on the Training/Certification link or download our latest brochures.

VENUE

The Pacific Centre for Organisational Development is based near Burleigh Heads on the Gold Coast. Situated a few hundred metres from the Pacific Highway and only 15 minutes by car from Coolangatta Airport (or an hour from Brisbane Airport), the centre is ideally placed for visitors and accreditation course attendees to not only gain valuable training, but also to experience the many attractions of the beautiful Gold Coast.

BOOKING FORM: Performance Excellence Using Circumnavigator (Please print clearly. Photocopy to register more than one delegate.)

First name: _____

State: _____ Postcode: _____

Surname: Mr/Ms _____

Approving Manager (print): _____

Job title: _____

Their position: _____

Organisation: _____

Method of payment: Cheque Credit Card

Phone: _____ Fax: _____

Visa Mastercard Amex Bankcard

Email: _____

Card No.

Postal address: _____

Expiry Date: _____

Name on card: _____

To confirm your registration, mail this Booking Form with your cheque, or for credit card payment fax it to (+617) 5593 4377.