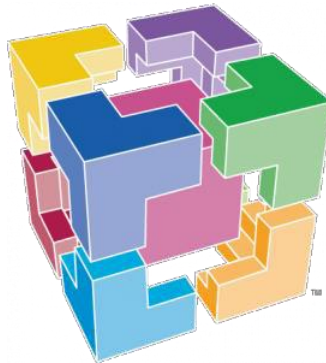


NHS Leadership Academy Healthcare Leadership Model: 360° Feedback



What is 360° feedback?

360° degree feedback is a powerful tool to help individuals identify where their leadership strengths and development needs lie. It is a means of getting confidential feedback from line managers, peers and direct reports. As a result, it gives an individual an insight into other people's perceptions of their leadership abilities and behaviour.

The new Healthcare Leadership Model offers 360° feedback linked to 9 dimensions:

- Inspiring shared purpose
- Leading with care
- Evaluating information
- Connecting our service
- Sharing the vision
- Engaging the team
- Holding to account
- Developing capability
- Influencing for results

Feedback recipients have opportunity to work through their 360° report with a trained facilitator, which increases both the impact and the value of the information for the individual as well as return on investment for the organisation.

Quote from a recent Healthcare Leadership Model 360 degree feedback recipient

"..initially I was sceptical...but I found it really helpful to go through it systematically and for you to help me reflect on the significance of them. I woke up this morning with a definite bounce in my step which I attribute to that! I plan to use the 360 to go forward and use for my first coaching session"

Specialist Registrar in Anaesthesia



How to set up a 360 degree feedback

The cost of undertaking 360° degree feedback using the Healthcare Leadership Model tool is only £40 + VAT. To find out how to set up a 360° please visit www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model/ Once you have initiated the process, you will have access to a list of trained facilitators in Kent, Surrey and Sussex who can go through the feedback report with you.

For further information and advice, please contact leadership.kss@hee.nhs.uk

Training in 360° degree feedback facilitation

Kent Surrey and Sussex Leadership Collaborative is also supporting NHS organisations in developing internal 360° feedback facilitators to undertake this role.

We offer 1 day facilitator training courses which are designed to give you an understanding of the new 360° model and how to interpret 360° reports in order to manage effective feedback sessions.

The course is interactive and focuses on creating experience in interpreting and facilitating feedback. At the end of the course you will be qualified to provide feedback using the NHS Healthcare Leadership tool and you will gain access to the Kent Surrey and Sussex Leadership 360° Facilitator Community of Practice.

You must then be able to commit to providing at least 2 feedback sessions a year to individuals, either within your own organisation or for other organisations in Kent, Surrey and Sussex.

If you have any questions or would like to register your interest in attending the training please email leadership.kss@hee.nhs.uk

