

# 360 Degree Developmental Feedback Intervention

## OUR APPROACH

The exercise creation process began with understanding the key success factors of the participants' with respect to their job roles and responsibilities along with the organization's context, strengths and weaknesses through an intensive diagnostic study.

The following two data collection methodologies were adopted to develop the training module –

**Long Interviews** were conducted with the Top Management team including Presidents, Vice Presidents, General Managers, Associate General Managers and Senior Vice Presidents.

Detailed notes were made during the interviews about the job roles, strengths and weaknesses of the firm, challenges and expectations of the stakeholders and required skills in successors; which acted as a repository of information in identifying the competencies and developing the questionnaire.

**Focus Group Discussions** were organized with the role holders of different positions for in-depth understanding of the competencies required for the particular positions.

## CLIENT

One of the leading Indian pharmaceutical organizations approached us to design and administer the 360 degree developmental feedback exercise for their senior executives.

The focus of the intervention was on self-development. Thus, the intervention was in accordance with the senior executives' key success factors of their roles and responsibilities. The purpose of this feedback intervention, was to focus on the most invaluable of all resources – the self, and to pen down a developmental plan based on the newly acquired awareness on the strengths and areas of development as perceived by self and others.



## SOLUTION OVERVIEW

Par Excellence analyzed the data collected and decoded the same for identifying the Key Success Factors of Senior Executives. Behavioral Indicators were then identified for each of the Key Success Factors.

Par Excellence created a customized questionnaire based on the identified competencies, which was administered online by the participants, their peers and seniors. We maintained the confidentiality of the feedback and anonymity of responses which enhanced the credibility of the feedbacks turning this intervention into success. The 360 Degree Reports were shared only with the participants and therefore the onus lies on the senior executives as how they would like to leverage the received feedbacks. We ensured a strong pillar for providing assistance by conducting small group actioning workshop, wherein the coach helped the participants in understanding the report. This also provided a platform for peer-learning which helped them to learn without any need of sharing their own developmental areas publically.

The deliverables included the following-

- Exercise setup on the web tool
- Data analysis and 360 degree reports preparation
- Group report presentation
- Actioning workshops
- Group huddles

## BUSINESS BENEFITS

The intervention helped the senior executives to get an insight of their hidden strengths, blind spots, where they stand in the group across each parameter and areas of development. This intervention further helped the senior executives in understanding the gaps in how they perceive themselves and how are they perceived by others in the organization. This served as a one stop self developmental tool for the organization which will be percolated down across the organization.



“ Feedback is  
the breakfast  
of Champions ”



CONTACT US

*Par Excellence Leadership Solutions Pvt. Ltd.*

+91 22 2763 6695  
contact@parexcellence.org