360°
Feedback

MyTalent User Guide
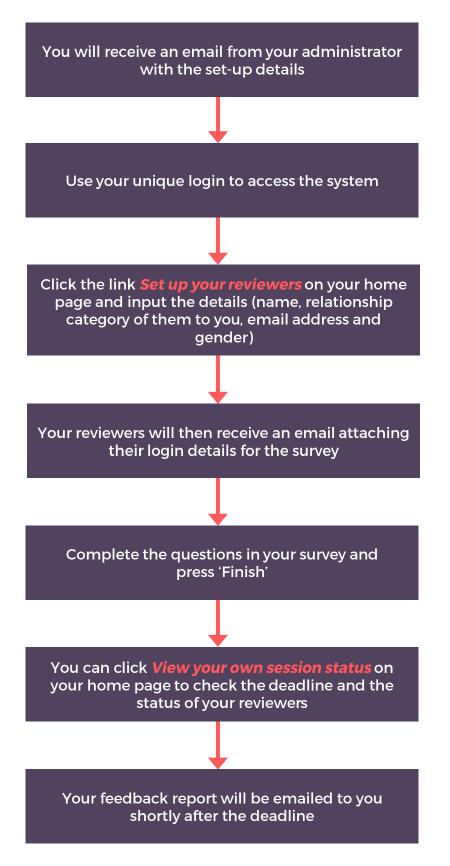# for the Focus of the Feedback

Contents

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SECTION 1

Instructions

Summary of the process for setting up and completing your own survey

You will receive an email from your administrator with the set-up details

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Use your unique login to access the system

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Click the link *Set up your reviewers* on your home page and input the details (name, relationship category of them to you, email address and gender)

↓

Your reviewers will then receive an email attaching their login details for the survey

↓

Complete the questions in your survey and press 'Finish'

↓

You can click *View your own session status* on your home page to check the deadline and the status of your reviewers

↓

Your feedback report will be emailed to you shortly after the deadline

Logging in to the system

You will be sent an invitation email with your login details.

You will then see your home page.

Choosing your reviewers

The right selection of reviewers will lead to high quality feedback. The first thing you need to do is think about who this might be.

You should choose reviewers who will be honest, objective and interact with you enough to comment on most or all of how you perform your role. They should also be available to complete the survey within the next few weeks.

When you have chosen your reviewers and asked each of them if they are happy to provide feedback, you can put them into the system and this will trigger the survey being sent to all those involved.

Reviewers are grouped into categories and for most projects these categories will be:

- **Self**
- **Manager**
- **Peers**
- **Reports**
- **Others**

Reviewer feedback is anonymous within the group, excluding the feedback entered by your manager. As well as your manager, you should generally aim to have approximately 3-5 people within each group that is **relevant** to your role. They should all be people that know you fairly well and ideally have worked with you for at least 6 months. If possible please speak to them first to check that they will be happy to give you feedback. You should aim to have 8-12 reviewers overall, and no more than 15 in total.

In identifying which reviewers to select, please consider the following points:

- Whose feedback is most important to you in your development? Whose feedback would you value the most?

- Has this person worked closely enough with you in the past year or so to be able to give a rounded and up-to-date view of your capabilities?

- Do you think that this person is likely to give an honest assessment of you, rather than just giving every question a top rating?

- Is there anyone else whose feedback would enable a more rounded view, or whose feedback is particularly pertinent to the performance of your role?

- If you have more than one manager, you should choose the 'lead' manager who you work more closely with each day in the 'Manager' group, and your second manager within 'Others'.

- If you want to ask for feedback from colleagues in another work environment, these are likely to sit in the 'Others' category

Setting up your survey

Click the link *Set up your reviewers* on your home page and input your reviewers' details (name, gender, email address and relationship category of them to you).
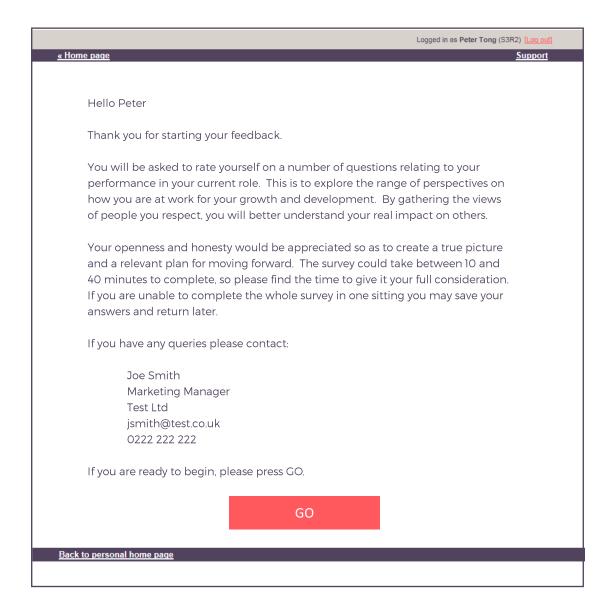

Please note that your own survey will not be available for completion until you have submitted your reviewer details. If you wish to edit your reviewer details or add a reviewer afterwards, select *Edit/add more reviewers* from the home page.
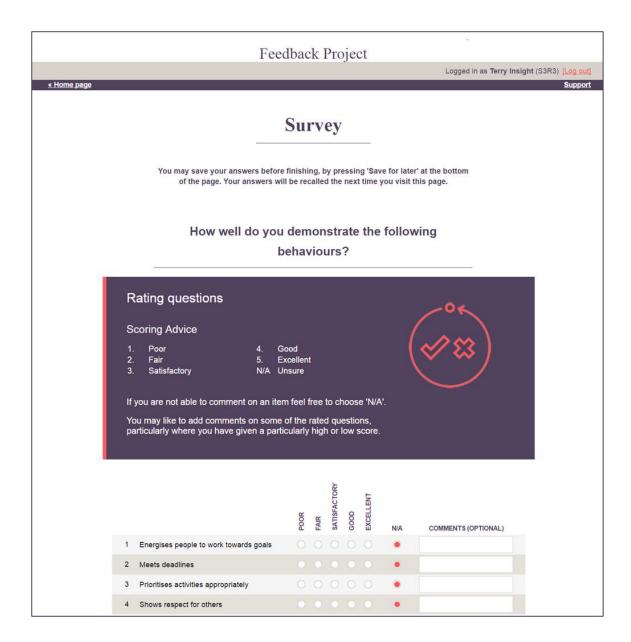
Completing a survey

Go to your home page and from there choose the link *Select a feedback survey to complete* which will take you to a list of all the surveys you need to complete, including your own if you have set up your reviewers.

Click the name of the Focus for whom you wish to give feedback. You will then be greeted by their welcome page.

« Home page   Support

Hello Peter

Thank you for starting your feedback.

You will be asked to rate yourself on a number of questions relating to your performance in your current role. This is to explore the range of perspectives on how you are at work for your growth and development. By gathering the views of people you respect, you will better understand your real impact on others.

Your openness and honesty would be appreciated so as to create a true picture and a relevant plan for moving forward. The survey could take between 10 and 40 minutes to complete, so please find the time to give it your full consideration. If you are unable to complete the whole survey in one sitting you may save your answers and return later.

If you have any queries please contact:

Joe Smith
Marketing Manager
Test Ltd
jsmith@test.co.uk
0222 222 222

If you are ready to begin, please press GO.
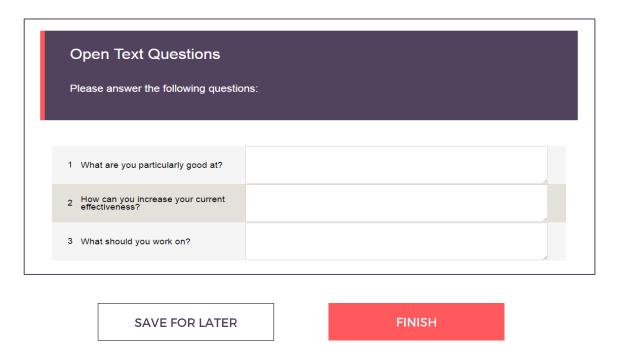
GO

Back to personal home page

The main part of the survey is the rating style questions. These are all on one page and will be randomised for each survey.

Please pay close attention to the scoring advice at the top of the page. An N/A option is available if you do not feel able to comment. Please note you will not be able to submit your answers with more than half of the survey set to N/A.

You may also have three open text questions as shown below.

You can submit your survey straightaway or save it for later and return again before the deadline.

Once you press 'Finish' at the bottom of the page, you will be prompted to complete comments alongside your lowest rated scores if you have not already done so. This is optional but very valuable. If you do not wish to complete these, please press 'Finish' again to submit your answers.

Confidentiality

When entering reviewers in the system you will be required to put at least two people in each category to maintain anonymity (with the exception of your line manager) as some of the results will be shown by relationship category. If only one reviewer responds in a particular category their results will be combined with another category in the report.

The report containing the results of your feedback is system-generated and is confidential, with only the people agreed up front with the project lead receiving a copy. However, to support you in your development you may be asked to share the results with someone else, for example a mentor, coach or development consultant.

Reporting and feedback

A week after the deadline for your reviewers to complete the survey the system will generate your report based on all your feedback. It will be emailed in pdf format to the appropriate parties. Please contact your administrator if you wish to check who will review your report and how and when you will receive it.

Frequently asked questions

Q	I have not received the email with my login details.	This may be because your email address is incorrect on the system. Please contact your help/support desk.
Q	The user name and password I have do not seem to work and I cannot log on.	These are case sensitive and you might find it easiest to copy and paste them into the login fields. Check that you haven't confused l,i or j with the number 1 for example. If you are still having problems contact your help/support desk.
Q	I changed my password when I logged on before and I can't remember what it is.	Click on the *Forgotten Password* link on the login page, then enter your username or your email address. You will be sent a new password.
Q	I have set up my reviewers but have incorrectly entered their working relationship to me.	Select *Edit/Add more reviewers* on your home page, then click on the 'edit' button next to the reviewer's name and choose the correct relationship. It is important that your reviewers' relationship to you is recorded correctly as this is broken down within the report and the information you receive back would then be incorrect.
Q	I have set up my reviewers but have incorrectly entered their name or email address.	Select *Edit/Add more reviewers* on your home page, then click on the 'edit' button next to their name and enter the correct details. If you have any trouble with this do contact your help/ support desk.
Q	I have accidentally set up the same reviewer more than once. How can I delete them?	Select *Edit/Add more reviewers* on your home page, then click on the 'delete' button next to their name. If you have any trouble with this do contact your help/ support desk.
Q	One of my reviewers is out of the office and will not be back in time to complete their survey before the deadline.	The report can be generated without them, though some individuals with different relationships to you may have to be 'merged together' to protect their anonymity. You can also add another reviewer by clicking *Edit/add more reviewers* from your home page.
Q	My reviewers have not received the email inviting them to complete this.	You may have entered your reviewers' email addresses incorrectly. Please check the details you have entered for them. If they are still experiencing problems please ask them to contact the help/support desk.

Q	Will the system time out once I have started the survey?	The system will not time out once you have entered the survey so you can take your time to complete it. In fact, it even auto-saves your data every five minutes!
Q	**How long will it take to complete the survey?**	This depends upon the length of your survey but we would recommend you set aside 20 to 30 minutes to complete it. If you have a lot of detailed feedback to give it may even take you as much as an hour.
Q	**Can I save the survey and return to it at a later date?**	We would advise that you try to set aside enough time to complete the survey in one sitting, but if you are interrupted you can save the survey and return to it later.
Q	**Can I return to amend the survey once I have submitted it?**	Yes - you can still return to the survey and amend your scores or comments any time up until the report is sent to the person receiving the feedback, which is normally shortly after the deadline.
Q	**Can I check which reviewers have completed my survey?**	Yes - once you have logged onto the system you have the option to *View the status of your session* on the home page.
Q	**What happens next?**	You will receive a computer-generated report summarising all your feedback. Depending on how your company's project is being run, you may also be given a dedicated 1-1 meeting with a trained coach, who will help you understand the underlying themes and build a development plan.
Q	**What happens if I don't agree with my data?**	There are circumstances where current relationship issues can override the objectivity of an individual or group of reviewers. We suggest you contact your help/support desk or coach who will explore that with you and help you prepare for further reflection.

Q	What happens if I feel overwhelmed with too much to do?	There is no point in overwhelming people with lots of development actions. We believe you are fine as you are, but should you want to progress or be different – and that is your choice - you can use the data and discovery process to work out where you could best put your development effort.
Q	People don't change, so why bother?	Quite the contrary, evidence from neurosciences indicates that our brains are plastic and able to adapt and change. The first step in that process is self-awareness. The second step is a realistic and practical plan to do something different.
Q	How easy is it to change other people's perceptions of me?	This is a tricky question. We are all a little lazy and once we have formed an opinion about someone it is easy to pigeon-hole them. You will need to engage the people whose perceptions you are trying to shift and let them know what you are doing – ideally seeking support and ongoing feedback.

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Issue 4