

A woman with blonde hair and glasses, wearing a white shirt and blue pants, holds a silver laptop and gives a thumbs-up gesture. She is looking at a man with dark hair and glasses, wearing a light blue shirt, who is smiling and looking up at her. They are in an office environment with large windows in the background.

Round and Round: Using 360° Assessments for Improved Leadership

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Leadership is **DEVELOPMENTAL**

It's not just **PERFORMANCE**

Leadership links to **INDIVIDUALS**

It's not what the leader **DOES** but who the leader **IS**

360° feedback **CHALLENGES** you **VERTICALLY**

Horizontal Development

Traditional leadership development programs

Focus on building skills and adding competencies

Do what we already know how to do better

Vertical Development

An emerging, evidence-based set of best practices

Focus on growing the mindset agility that leads to strategic thinking

Learn how to lead in a dynamic, complex and uncertain world



What self-assessments have you taken?

Did you agree with the results?

What was the value?

Would you recommend it to others at your hospital?

- Defensiveness in self-perception. Maintain positive self-image to preserve self-esteem.
- **ATTRIBUTION ERRORS** – where do you place blame or praise?
- What do we do with the results of our 360? Objectively reflect vs. defensively react?
- 360s are **DEVELOPMENTAL**, not **DISCIPLINE**!
- What dimensions will you focus on in your development? The 360 will tell you – desired change, plan for change, how to do it, **AND IT'S UP TO YOU TO DO IT!**





What do employees
WANT?



What positive experiences have you had with feedback?

What causes us to NOT give feedback effectively?

What causes us to NOT give feedback AT ALL?

How can we improve offering and receiving feedback?

How does **FEEDBACK** help people **EXCEL**?

Look for outcomes.

- “That! Yes, that!”
- Highlight a pattern of behavior that’s already there.
- Focus on what the employee is excellent at.
- “Did you see what you just did?” Not, “Good job.”

Highest Priority Interruption

- When you see an employee doing something great, interrupt!



360° Assessment FEEDBACK Process

Customize

Select Raters

Generate Your Report

Self-Assessing Your Results



Step 1 – CUSTOMIZE

Competency Framework

Communication	Adaptability/Change
Decision Making	Analytical Thinking
Building an Engaged Team	Financial Awareness
Conflict	Customer Focus
Developing Self	Driving Results
Integrity and Ethics	Influencing
Motivation	Innovation/Creativity
Planning and Organizing	Strategic Awareness
Relationship Building	Collaboration



Step 1 – CUSTOMIZE

BU Power Skills





Step 1 – CUSTOMIZE

ACHE Competencies

Communication and Relationship
Management

Leadership

Professionalism

Knowledge of the Healthcare Environment

Business Skills and Knowledge



Step 1 – CUSTOMIZE

Prioritize Your Competencies, 30 min.

GROUPS

What should be the main competencies for you to focus on as a leader?

Identify 5 competencies where you need to build leadership self-awareness. Which ones resonate most with you? Are there hard/soft skills you need to improve? Do these align with your leadership goals?

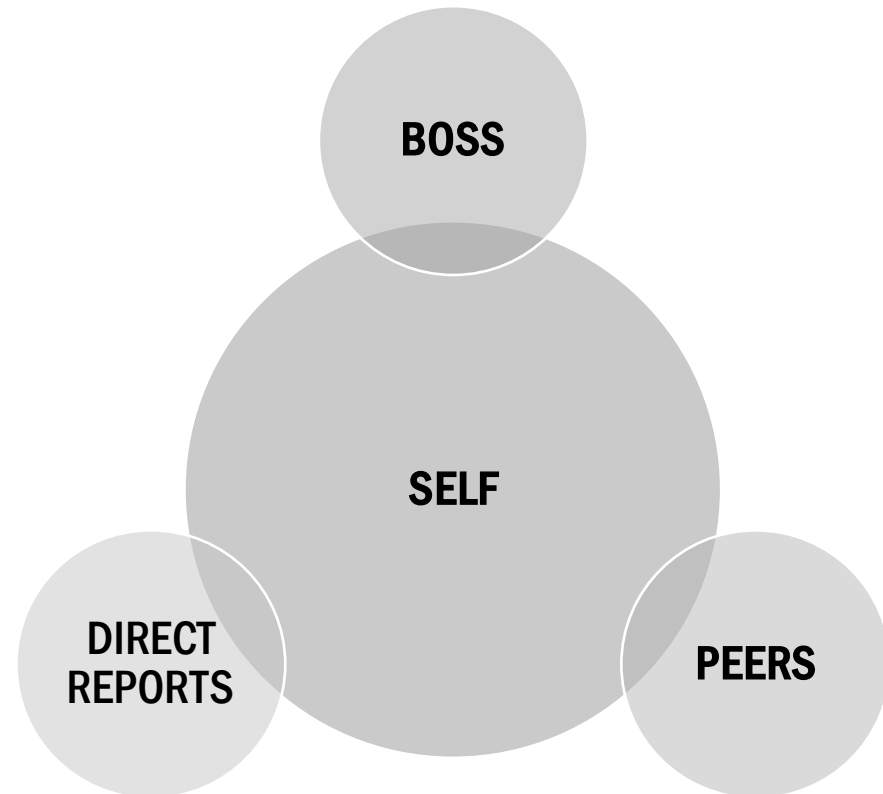
Justify why your group chose those competencies.



Step 2 – SELECT

Initiate your 360° Assessment

Who do you send it to? Why?
How many people should I send it to?





Step 2 – SELECT

Initiate your 360° Assessment

What do I tell them?

Be **HONEST**

Be **STRAIGHTFORWARD**

Be **BLUNT**

We have a sample email for you.

Step 3 – GENERATE

The 360° Process

Due by April 5

Participants email their raters requesting their participation.

Participant/Rater Relationship Info Form due. Send to cpeservices@bellevue.edu

April 14

Email with login and passwords sent out. Start completing the assessment.

April 21

Email reminder to complete the assessment sent out.

April 28

Deadline for 360 assessment completion.

May 1 - 5

Reports are sent to participants.



Step 3 – GENERATE

The 360° Process

You will need to send an email to your raters to let them know that you have selected them to complete your 360° assessment. A separate document with the email is uploaded to the portal.

☐ 360 Email



Step 3 – GENERATE
The 360° Process

Rater First Name	Rater Last Name	Rater Email	Relationship to Subject – Manager/Direct Report/Peer

The Participant/Rater Relationship Form is in the portal.
☐ Send this information to cpeservices@bellevue.edu by APRIL 20th.





Step 4 – SELF-ASSESS

Just the Beginning of Planned Development

What do I do with the results?

- JUSTIFICATION for coaching, IDPs, performance reviews, etc.

Similar to receiving feedback:

- Specific goals (SMART)
- Actionable problems to be solved
- Honesty, openness, integrity
- A desire to grow
- Trust
- Time to practice
- On the first step of your leadership journey
- Maturity
- **ACCOUNTABILITY!**



Step 4 – SELF-ASSESS

HIDDEN Strengths and **BLACK** Holes

What **HIDDEN STRENGTHS** have been revealed so far? What strengths do you think you would like to build upon?

- **HIDDEN STRENGTHS** – 360° feedback might challenge some leaders to become aware of their view of themselves and “own” strengths they may not have recognized.

What **BLACK HOLES** might exist? Do you have an inkling? How will you find them and fix them?

- You have to own **BLACK HOLES**, too!

Writing Good **STATEMENTS**



- Focus on specific BEHAVIORS
- Tangible
- Structured
- Focus on the outcome – PERFORMANCE
- Constructive
- Actionable
- Situational – include specific situations or context, not generalities
- **Painful? Don't just focus on what you're good at!**

Writing Good **STATEMENTS** - example



- How well does Mike communicate?
- How effective does Mike communicate?
- Mike effectively communicates.
- Mike effectively communicates expectations.
- Mike effectively communicates specific performance objectives.
- Mike effectively communicates individual performance objectives to specific staff.

Your next statement could build on this.

Writing Good **STATEMENTS** - scale



15 MAX. (3 statements for each competency group) that will help you become more self-aware.

You **MUST** use this scale:

- 5 – Outstanding strength
- 4 – Strength
- 3 – Competent
- 2 – Needs some improvement
- 1 – Needs significant improvement

Writing Good **STATEMENTS** – more examples.



1. This leader is a good communicator. They consistently communicate performance expectations to employees.
2. This leader is able to identify changes in the industry that will strategically affect how we do business.
3. This leader effectively motivates employees for improved levels of performance.
4. As a leader, they are able to engage all members of their team to achieve positive outcomes.
5. As a leader, they always focus on the needs of their team. Decisions are made with the best interest of the team in mind.
6. The leader participates in the planning and organization of new initiatives and implementation of changes in their respective department/area.

Writing Good **STATEMENTS** ~30 min.



Write 3 statements for your assigned competency.

What do **YOU** want to explore about your leadership?

HELP EACH OTHER! REVIEW EACH OTHERS' STATEMENTS!

Use the data, information or materials you brought. Write the statements. Test them out on each other.

As a group, we'll come to a consensus on using these statements.

NHA 360° STATEMENTS



Competency 1

1. Statement
2. Statement
3. Statement

Competency 2

1. Statement
2. Statement
3. Statement

Competency 3

1. Statement
2. Statement
3. Statement

NHA 360° STATEMENTS



Competency 4

1. Statement
2. Statement
3. Statement

Competency 5

1. Statement
2. Statement
3. Statement

- **Report summary with respondent statistics**
- **Overall ratings summary**
- **Gap chart with hidden strengths and black holes**
- **High and low score rankings**
- **Areas for improvement**
- **Overall scores for each statement**
- **Open-ended responses**



That's a **WRAP**!



Any **QUESTIONS?**

