

# Thomas360 Questionnaire

The Thomas360 Questionnaire is an easily accessible, web based tool that gives objective and honest feedback from peers, line managers and team members. The 360 report presents a complete and informed picture of a person.



## How does Thomas360 work?

The Thomas360 feedback tool is web based, accessible through the Thomas website in the same way as EI, PPA and GIA.

The participant (the person who is the subject of the 360 assessment) nominates a minimum of 4 respondents to give feedback about a set of competencies (a minimum of 4 is needed so that feedback can remain anonymous). Respondents can be their line managers, peers, team members or even customers and clients.

The participant drives the process, by nominating respondents who then receive an email login to complete the questionnaire.

## What format does the questionnaire take?

Although it is an online tool, the questionnaire can also be printed off for input at a later date. The questionnaire uses a rating scale for statements on a scale of 1–7, “1 – does not do this” to “7 – does this a great deal”.

The respondent also has the option to tick a box entitled “not observed” if they have either not been in a position to observe the participant behaving in this way or if this competence is not relevant for their job role.

There are 3 main parts to the questionnaire:

- Statements, to rate on a scale of 1-7
- Competencies (see overleaf) to rank in order of priority for the role
- Free Narrative (see overleaf)

## Q&A

### What is Thomas360?

360 degree feedback is a process that enables people to gather performance feedback from those they work with and compare it with their own perception of their performance. It has also been defined as the “systematic collection and feedback of performance data on an individual or group, derived from a number of the stakeholders in their performance”.

### Can anyone use it?

Yes, it is equally applicable to small organisations as to large. As long as the participant can have three individual responses.

### When is a good time to introduce Thomas360 degree feedback?

If you are running a leadership or management development programme Thomas360 is a great self awareness tool to use prior to commencing the programme. Similarly, prior to an appraisal or performance review, 360 adds another dimension.

### Should Thomas360 be linked to an appraisal?

The 360 report can be used in conjunction with the appraisal specifically for their personal development.

### How is 360 different from personality and behavioural assessment ?

Personality and behavioural assessment measures behavioural preferences, how you are likely to behave, whilst 360 measures competence and explains how you actually behave. The two combined provide a powerful resource for both individuals and organisations.

### Is it confidential?

Yes. The respondent’s names do not appear on the report so the feedback remains anonymous.

### How often should 360 degree feedback take place?

Typically every 6 – 12 months should be sufficient, so as to give employees sufficient opportunity to agree and implement their personal development plans.

### How quickly do I get the results?

Once all the respondents have completed the questionnaire a report is generated in seconds.



## How many questionnaires are available?

There are 2 questionnaires currently available:

- Leadership
- Sales

Sales is purely in the context of a field selling role.

## The questionnaire is competency based, what does this mean?

Each question is related to a particular competency: however, the questions presented on the questionnaire are in a totally random order and the various competencies are mixed.

The competencies are listed on a separate page to the questions and they ask the respondent to list how important they are for the job in question.

## Competencies

### Leadership

- Vision
- Impact
- Influence
- Communication
- Team Working
- Organisation
- Drive
- Problem Solving
- Commercial Awareness

### Sales

- Client Focus
- Impact
- Influence
- Communication
- Team Working
- Organisation
- Drive
- Professional Excellence
- Commercial Awareness

## Is there a place on the questionnaire for more general comment?

There is a section at the end with two general questions which provides scope for free narrative.

The two questions are:

- What are the key development needs for this person to become more effective?
- What are their key strengths you have observed in the work place?

## Will there be training?

Yes, we will be offering a course to train you to give effective feedback to the participant.

## Benefits

### Individual:

- Perception is reality and this process helps individuals understand how others perceive them
- Constructive feedback process
- Confidential reporting
- Enables individual to better manage their own performance
- Quantifiable data on soft skills

### Team:

- Increases communication between team members
- Identifies development needs
- Creates a better team environment
- Supports teamwork by involving team members in the development process
- Increased team effectiveness

### Organisation:

- Reinforces corporate culture by linking survey items to organisational leadership competences and company values
- Direct links to business performance
- Powerful input to the performance appraisal process