



**THE  
STAFF  
COLLEGE**

PUBLIC SECTOR LEADERSHIP FOR CHILDREN'S SERVICES



# The Staff College

# **360° Degree**

# **Feedback Survey**

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## Why should I complete a 360° degree survey?

The Staff College, formally known as the Virtual Staff College, is committed to designing and delivering world-class leadership opportunities for senior leaders from Children's Services and across public services more widely. It is our strong belief that a good quality 360° survey, completed as you embark on a personal learning development journey, can act as an invaluable competency benchmark and give you important insights into your strengths and weaknesses, and thus help you access appropriate leadership development opportunities.

## Why should I choose The Staff College for my 360° degree survey?

### There are 2 options open to you:

1. Customise your own 360° survey tool based on your own competency framework
2. Access our new Systems Leadership 360° survey tool.

## Customisable 360° Survey Tool

The Staff College has a track record of working with organisations to develop bespoke leadership development programmes and understands that a good 360° development tool can contribute towards an ongoing interaction between an individual's Personal Learning Journey and the needs of their organisation, which ultimately can improve leadership capacity.

Our new, bespoke and completely customisable 360° tool can be constructed in a way which suits the needs of your staff and your organisation. We can work with you to decide the best way to use the 360° survey tool which might be to use it once at the beginning of the learning journey or alternatively you may feel that there is benefit in repeating it at the end of the process with the same respondents, in order to monitor progress against identified development areas.

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*"...if you want to be a leader, you have to be a real human being. You must recognise the true meaning of life before you can become a great leader. You must understand yourself first."*

Senge (2004)

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*"Individual aspects of the learning, compounded by the emotional content and the skill in engagement by the College, were just what is needed."*

Programme participant

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*"The College has led on the effective design of the programme and will deliver the main parts of the programme. Activities include a leadership programme for senior managers, a talent management programme, an aspirant leaders programme, bespoke workshops, action learning sets, coaching skills, placements and projects... We have found the College staff to be extremely professional."*

Former Executive Director for Children's Services

## A Systems Leadership 360° Survey Tool

Systems Leadership has been defined as “leadership across organisational boundaries and geopolitical boundaries, beyond individual professional disciplines, within a range of organisational and stakeholder cultures, often without direct managerial control.”

Research commissioned by the College, Systems Leadership: Exceptional leadership for exceptional times, suggests that at the heart of systems leadership in practice are shared values and intentions to improve outcomes for service users. Most easily described as the ‘six ways of’ Systems Leadership:

1. Personal core values (ways of feeling)
2. Observations, ‘hearing’ and perceptions (ways of perceiving)
3. Cognition, analysis, synthesis (ways of thinking)
4. Participatory style (ways of relating)
5. Behaviours and actions (ways of doing)
6. Personal qualities (ways of being)

With this in mind the College has designed a 360° survey based around these six characteristics of systems leaders.

This survey is ideal for those leaders operating a senior level, who are increasingly operating across organisational boundaries and who are required to leverage support from colleagues from other parts of the wider system over whom they have no direct line management responsibility.

### How will I make sense of the report?

Understanding what the report is telling you, is critically important.

Our experience tells us that when people receive feedback, particularly when it’s negative and regardless of how constructive it might be, it can be difficult to hear and can lead to people feeling uncomfortable, uneasy and maybe defensive. If we don’t work through those feelings, the feedback can end up in the ‘too difficult’ box. And nothing happens.

This is why we offer a range of coaching options to help your employees make sense of their feedback.

Our goal is to ensure that when people receive feedback they are not left wondering ‘OK, so now what do I do next?’ and that they are fully supported in developing strategies to develop their leadership attributes in certain key areas.



## How much will it cost?

|   |                     |   |
|---|---------------------|---|
| Joint design of a bespoke survey with one of the College's Leadership Experts | £100 per hour       | <ul style="list-style-type: none"> <li>- Telephone consultation</li> <li>- Drafting of questionnaire</li> <li>- 2nd telephone consultation</li> <li>- Final version of questions</li> </ul> <p>NB. If the systems leadership set of questions are used there will be no cost for design</p> |
| One off project management fee **   | £150                | <ul style="list-style-type: none"> <li>- Inputting questions</li> <li>- Setting up all users on the system</li> <li>- Checking all automated emails are working correctly</li> </ul>  |
| Cost per participant to undertake the Systems Leadership survey               | £95 +VAT per person | <ul style="list-style-type: none"> <li>- Sending a link to access the system</li> <li>- Updating participants on progress</li> <li>- Generating and sending final reports</li> <li>- Other ad hoc troubleshooting</li> </ul>  |
| Debrief with qualified coach  | £600                | <ul style="list-style-type: none"> <li>- 1.5 hour session either faced to face or by telephone, WebEx or Skype call</li> </ul> <p>NB. Price is exclusive of travel expenses where applicable</p>  |

\*\* The project management fee does not apply to subscribing local authorities

## Get in Touch

If you are interested in working with the Staff College on your 360° survey, please contact us at [hello@thestaffcollege.uk](mailto:hello@thestaffcollege.uk) or telephone **0115 7484124**.

[www.thestaffcollege.uk](http://www.thestaffcollege.uk)

[hello@thestaffcollege.uk](mailto:hello@thestaffcollege.uk)

