

THE EXTRA POINT

BY JERRY ROBERTS



1722 Can You Handle a 360 Degree Survey?

Have you ever been part of a 360-degree feedback evaluation? If you're not familiar, a 360, as it is called, brings together the opinions of multiple parties who work with the worker in question. This can be the manager, peers, subordinates, the worker involved, and even customers or clients, though including people outside of the organization is not the standard. Today and tomorrow, we'll look into this survey method, examine a recent poll regarding its use, and then provide some tips if you think you'd like to try it. We'll get going, next on The Extra Point.

A recent survey reveals that over 75% of employees want to opt out of 360-degree feedback evaluation systems, citing concerns about potential misuse in the workplace.

Full disclosure, I've never been a part of a formal 360 eval. I've gone through something similar on an informal basis, plus I know many people who have done 360s. I like the idea, but there are folks who have issues with them.

LiveCareer, a survey firm, conducted a poll among 1,000 U.S. employees, determining that 71% of organizations currently implement 360-degree reviews regularly. That's higher than what I initially thought.

What's the overall sentiment? While a 360-degree eval offers several advantages, such as presenting a more thorough view of an employee's performance and identifying development opportunities, it has also sparked significant worry among workers.

Perceived benefits include the ability for employees to understand how they are seen within the company. It's not just a manager weighing in. These are multiple viewpoints.

However, many employees express a strong desire to avoid a 360. The LiveCareer survey indicates that 79% of respondents believe that 360 feedback can be misused, primarily due to concerns about office politics and

interpersonal conflicts. They fear that the 360 will be used as a political weapon.

48% of respondents believe the 360 is being and being influenced by personal biases or grudges.

79% suspect that the feedback mechanism is often employed to settle personal scores.

28% of those surveyed feel that it encourages vague and unconstructive comments, and that stems from the fact that some people don't want to say negative things about the individual. This undermines the intended purpose of the evaluation.

74% of participants reported receiving feedback they found unfair, biased, or inaccurate.

About a third indicated that the feedback they received led to strained workplace relationships, increased stress, self-doubt, lower productivity, and reduced motivation.

Well, if the 360-degree evaluation is generating all of this negativity, then why on Earth are 71% of companies insisting on torturing their workers by using them?

Maybe it's because they can work and work well, when performed the right way.

"Wait, are you saying that there's a right way and a wrong way to do a 360-degree feedback evaluation?" We will figure that out tomorrow.

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

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