

Smart360[™]

With Context-Targeted 360-Degree Feedback Technology
- a world-first -

Smart360 offers you an unparalleled opportunity to obtain targeted and high-quality feedback from an Employee's Peers, Direct Reports, Managers and Customers, with a view to improved working relationships, team synergy, job performance, and customer service

What is 360-degree feedback?

Where 'regular' performance appraisals provide 'single-source' (top-down) feedback, normally only from an employee's direct line manager, 360-degree feedback appraisals are 'multi-source', involving behavioral feedback from a variety of sources such as Peers, Direct Reports ('subordinates'), Customers (internal and/or external) as well as Managers. These are called Rater Groups, consisting of three or more Raters per Rater Group (except for the Rater Group 'Manager/s' where an employee may only have one line manager).



Why 360-degree feedback?

Simply put—it is harder to discount the views of several of your colleagues or customers than the views of just one person. The 360 process also provides a much more complete and richer picture of an employee's performance. It also gives people an opportunity to provide anonymous feedback to a colleague, which they might otherwise be uncomfortable giving face-to-face.

Appraisal Smart Offers You The World's First Context-Targeted 360-Degree Feedback System

The **context-targeted technology** of Smart360 enables you to use highly targeted sets of questions for each individual Rater Group covering their unique working relationship and involvement with the employee. These Rater Groups can include, among others:

- PEERS:** Questions about teamwork (and related).
- CUSTOMERS:** Questions about customer service (and related).
- MANAGER/S:** Questions about the employee's job competency and behaviors.
- DIRECT REPORTS:** Questions about the manager's management style and practices.

This leads to dramatically more useful and actionable feedback for 360 appraisees, with resultant greatly enhanced behavior and performance improvement.

Smart360 is unique in respect of its context-targeted technology, but it also provides the standard 360 option of one set of questions for all Rater Groups

Some benefits of receiving 360-degree feedback from others:

Increased self-awareness, by understanding how your behavior is perceived by others, and comparing this perception with your own self-assessment of your work behavior.

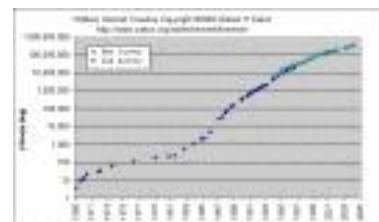
Identify and build upon the strengths that you are currently exhibiting.

Identify priority areas where you might change your behavior in order to improve your work performance and organizational effectiveness.

More focused learning and development activities, and increased individual ownership for self-development.

How can a 360-degree feedback system help you, the employer?

- Provides employee self-insight for personal attitude and behavior change
- Targets Employee Development Areas for Training/Coaching/Counseling
- Leadership Development
- Team Building and Development
- Training Workshop Pre- and Post Assessment
- Assessment Centres
- Organizational Change Interventions
- Career Development Planning
- Succession Planning (identification of star performers)



System Features and Benefits

- Smart360 is highly flexible, user-friendly, and intuitive, with very little administrator training required.
- It accommodates 360 appraisals for ALL your employee levels, and not just managers (as is frequently the practice).
- Use our customizable question/competency sets and rating scales, or add your own.
- Set rating to be done at the competency level OR the behavioral indicator level (another world-first).
- Internal employees AND external parties (such as external customers) can be involved as raters.
- All 360 raters (internal and external) receive a system-generated email containing an embedded hyperlink that opens the 360 questionnaire directly (no need to log into any system).
- Easy monitoring of rater response progress—presented in real-time, online.
- The system keeps a permanent record of employee 360 appraisals in an accessible online database so progress can be tracked over time.
- Five report types are generated: (1) Tabular (2) Graphical (3) Narrative (4) Aggregate, and (5) Trend Analysis. The Narrative Report is another key differentiator of Smart360, as we believe (and our clients agree) that rater WRITTEN feedback is much more valuable than just indicating rating gaps between raters and appraisees (feedback recipients). What does a rating gap of, say 2, mean, unless raters can provide narrative feedback explaining the reason for their lower rating?
- Smart360 does not just focus on DEVELOPMENT NEEDS, it also asks raters to give feedback to 360 appraisees on their STRENGTHS as well (per competency), to provide balanced feedback, and to encourage and tell appraisees what they should keep on doing (this is yet another important differentiator of Smart360).



- ❑ Smart360 can either be a stand-alone system or an optional module to the core Appraisal Smart performance review system.
- ❑ It is provided online as a SaaS (Software-as-a-Service) service (no software to download), or can be installed on your own server (intranet option).
- ❑ Furthermore, it is offered as a self-service (client-managed) option, or with us acting as a Service Bureau (we manage everything on your behalf to ensure maximum employee confidentiality and trust - and minimum effort).



Groundbreaking 360 Degree Feedback Technology

For More Details

[click here](#)



Ask for an Online Demonstration and 7-Day Free Trial

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