Feedback (360 input): Conversation / Request Guide

The feedback template provides guidance on how to obtain 360 input. This is a recommended step but not essential. A popular option is formal 360 feedback surveys delivered online. However due to the significant workload involved, this option is available on a limited basis (your HR team can provide information.) Instead consider:

Who can provide feedback?

A broad range of people can potentially provide feedback:

- **Peers**: Within the team or client areas.
- **Internal customers**: Within UNSW whom the employee provides support or services to.
- **External customers**: External to UNSW whom the employee may provide support or services to or may work with on a regular basis to achieve goals.
- **Project teams**: Other employees or managers the employee may have worked with on projects.
- **Cross functional**: Within UNSW whom the employee works with outside of the primary work area.
- **Mixed input**: Ensure there is a mix of input from both professional and academic staff.
- **Direct reports**: Where the employee has direct reports, incorporate their view.
- **Senior leaders**: Incorporate the view of senior leaders the employee works with regularly.

How to select the people to provide feedback

Considering the broad range of people who can provide feedback, below is a guide on how to select the people to provide feedback:

- This is not intended to be an onerous task. Use your judgement; however feedback from approx. 2-5 people increases the likelihood of a fair, accurate end of year review.
- The employee should nominate people to provide feedback:
  - Reflect on who might be best placed to provide you with feedback. They need to work with you on a regular basis and have the opportunity to observe your work and interactions with others.
  - Steer away from people who may have inherent bias (friends, previous grievances.)

Process for requesting feedback

The employee to contact 2-5 people for 360 input preferably by email (or by phone after making an appointment). Below is sample text for an email request:

"My End of Year review is coming up. I’d like your input to enhance the review and make it as fair and accurate as possible. I’m looking for observable examples / evidence of performance. Please note that these examples may be shared as part of my End of Year review, they won't be anonymous.

- First of all can you give me an example, or a few examples, of what I’ve done well when working with you?
- Second, can you give me an example, or a few examples, of where I need to develop or where I would benefit from additional support?
- Do you have any other comments or feedback that is relevant? Thank you for your time and input."

(Optional: <To ensure the examples are relevant, below are the high level goals set in my performance plan for both expectations and the Values in Action.>)