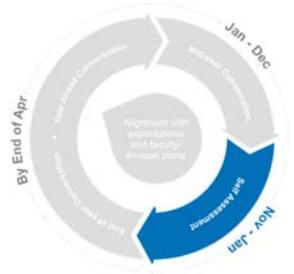


# Feedback (360 input): Conversation / Request Guide



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.>)*