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Collana	Pfeiffer essential resources for training and HR professionals
Altri autori (Persone)	TaylorSylvester ChappelowCraig
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Soggetti	360-degree feedback (Rating of employees) Employees - Rating of Organizational effectiveness Leadership
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Nota di contenuto	Leveraging the Impact of 360-Degree Feedback; Contents; Acknowledgments; Introduction; Chapter 1: The Purpose and Uses of 360-Degree Feedback; THE QUALITIES OF 360-DEGREE FEEDBACK; HOW THE CCL 360-DEGREE FEEDBACK PROCESS WORKS; WHY 360- DEGREE FEEDBACK IS NEEDED; THE IMPORTANCE OF MULTIPLE PERSPECTIVES; THE ROLE OF 360-DEGREE FEEDBACK IN THE LEADERSHIP DEVELOPMENT PROCESS; ADMINISTRATIVE VERSUS DEVELOPMENTAL USE OF 360-DEGREE FEEDBACK; IMPLICATIONS; Chapter 2: Implementing a 360-Degree Feedback Process; SETTING GOALS FOR 360-DEGREE FEEDBACK INITIATIVES; ASSESS ORGANIZATIONAL READINESS DESIGNING THE PROCESSELECTING OR DESIGNING A 360-DEGREE FEEDBACK INSTRUMENT; STANDARDIZED OR CUSTOMIZED INSTRUMENTS; PREPARING THE PEOPLE INVOLVED; ADMINISTERING THE ASSESSMENT AND PROCESSING THE RESULTS; Chapter 3: Delivering Feedback; FACILITATING A GROUP FEEDBACK SESSION; FACILITATING A ONE-ON-ONE FEEDBACK SESSION; COMBINING FEEDBACK SESSION

TYPES; LEVERAGING GROUP REPORTS; Chapter 4: Ensuring 360-Degree Feedback Success; ORGANIZATIONAL SUPPORT; GETTING AND USING THE BOSS'S SUPPORT; DEVELOPMENT PLANS; FOLLOW-UP; EVALUATING THE PROCESS

Chapter 5: Current Issues and Future Directions for 360-Degree Feedback; RE-ADMINISTERING ASSESSMENTS; CREATING NORMS; AGREEMENT BETWEEN SELF-RATINGS AND THE RATINGS OF OTHERS; THE FUTURE OF 360-DEGREE FEEDBACK; IMPLICATIONS AND APPLICATIONS; Appendix A: Sample Presentation for Orientation Session; Appendix B: Glossary of 360-Degree Feedback Terms; References; Recommended Resources; Index; About the Authors; Additional Resources

Sommario/riassunto

Leveraging the Impact of 360-Degree Feedback is a hands-on guide for implementing and maintaining effective 360-degree feedback as part of learning and development initiatives. Written for professionals who work inside organizations and for consultants working with clients, the book draws on a proven ten-step program and lessons learned over the past twenty years of research and practice. The authors present step-by-step suggestions for the successful implementation of 360-degree feedback as well as a collection of best practices that the Center for Creative Leadership has observed and test
