

# CUSTOMview360<sup>°</sup>



## 360° Feedback used to develop one of the best universities in the world

### BACKGROUND

Rated as one of the world's best universities, Imperial College, London has a reputation for excellence in teaching and research. The College recognises that the quality of its staff and their contributions represent its most significant asset. In return, it aims to ensure that the career and personal potential of its staff is rewarded, recognised and developed in a properly resourced and supportive manner.

The College called upon the services of our client, Ascensio, to design a bespoke development programme for its staff. Ascensio is a privately owned associate based company that excels in developing company performance metrics through outstanding people development. Working throughout the UK and Europe, Ascensio has a full consultancy service and provides bespoke development solutions.

### TOOL AND APPROACH

Based on the fact that the College's stakeholders had a clear vision of the future in the organisation, Ascensio designed and organised the development programme around this vision.

Considering the tailor made requirements of the project, Ascensio chose ConsultingTools' customisable 360° feedback tool, CustomView360°. This is a flexible and easy to use online 360° feedback system which provides a completely customised approach to our client's unique 360° feedback needs.

Ascensio designed the questionnaire around six competencies/development components. These were:

- Assertive Communication
- Influential Partnerships
- Responsible and Authentic Leadership
- Innovating Change
- Results
- Resilient

ConsultingTools managed the whole 360° feedback process, from sending out the online questionnaires to generating the individual and group reports. The feedback collated in the latter report formed the basis of the development programme.

## OUTCOME

Ascensio focused on the three most relevant components, the three competencies on which the group as a whole scored the least, to design a development workshop. Any competency/component requiring additional attention went through a supplementary day workshop.

Six weeks later, a review meeting took place to monitor the progress of the development programme. Ascensio intended to repeat the 360° process seven months after the initial one in order to measure the return on investment.

In the views of Sian Anderson at Ascensio:

‘The key benefit of CustomView360° is that it has enabled us to purposefully design a development workshop as well as to provide meaningful and ‘real life’ developmental feedback to participants in the programme. As an organisation, ConsultingTools has provided a tool that is fundamental to my business need. Moreover, ConsultingTools has been absolutely fantastic and supportive every time I have had a query!’

