

Case Study – Lincolnshire County Council

Creating cost-effective, tailored 360 degree feedback

Lincolnshire County Council (LCC) believe their People Strategy is one of the most important. Without the engagement and commitment of their staff, they know they will be unable to achieve any of the major social, economic and environmental goals they have set themselves.

As a result, LCC launched a new Management Development programme and wanted to include 360 degree feedback. They need to upgrade their existing process and one their consultants recommended that they talk to Talent for Growth. As a result, LCC piloted our 360 feedback service with the first of the new programmes.

Using TalentBuilder 360 for a tailored approach

With understandable budget constraints LCC wanted a tailored questionnaire without the cost of starting from scratch.

TalentBuilder 360, from Talent for Growth, is an intuitive, flexible and user-friendly online system that delivers robust, powerful 360 degree feedback. It provides off the shelf or bespoke questionnaires, rich but straightforward, branded reports and branded participant guides and communication materials. High quality feedback coaching or skills training can also be provided and Talent for Growth also give as much, or as little, project support as needed.

The flexibility of TalentBuilder 360 enabled us to meet this requirement. We made some small modifications to one of our generic questionnaires and added their required free text questions and preferred respondent categories to create a tailored product. We were able to enhance the internal process by providing advice and guidance based on our experience and we created bespoke, branded guidelines and communication materials to the client

Caroline Lark reflected: **“These are still economically challenging times. When budgets are tight for clients, it’s important to be able to respond appropriately and our system enables us to do this”.**

Programme success

The pilot was very successful and, as a result, we became the provider to LCC for all their 360 feedback requirements. This is usually part of regular management development programmes as well as for individual development as required.

We provide a full project management and administration service and also produce management reports from aggregate data to show patterns and trends of strengths and development areas for groups of participants.

“When we were developing a new programme for our middle managers we wanted to use a 360 assessment tool that was user friendly, flexible and tailored to our needs but at the same time, comprehensive, robust and detailed in what was assessed at a reasonable price. Talent for Growth delivered against all of these requirements. In addition, the administration of the tool has been excellent as queries and issues have been responded to in a friendly and professional manner as well as making sure all stages of the process were kept on track to meet deadlines.”

*Penny Lee, Interim Team Leader,
OD and L&D Service*

Goals

Create a tailored 360 feedback questionnaire to support a management development programme.

Approach

Use TalentBuilder 360 to create a tailored questionnaire and branded guidelines and communication materials.

Results

360 degree feedback is now a regular part of LCC’s management development programmes. It is also used for individual development as required.

About Lincolnshire County Council

Lincolnshire County Council is an organisation that is ambitious, people focused and aiming for excellence. It has 77 councillors. One of their key commitments is to be a developer of people. This means they support their employees to perform well, and to be agile and skilled to respond to the ever-changing conditions that they are operating in.

About Talent for Growth

Talent for Growth is a global, flexible and innovative consultancy focused on developing leaders and teams to optimise business performance. We are development experts, but we are also pragmatic, business driven individuals – everything we do ties back to supporting the strategy of the organisation.

We offer:

- depth and breadth of knowledge and expertise in leadership development and team effectiveness
- a focus on collaboration and sustainable solutions
- international experience
- absolute adherence to our commitments

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