

OVERVIEW

The purpose of this training course is to train people to become Accredited Feedback Facilitators. It will introduce staff to the new Leadership Framework and explain the construction of the 360 questionnaire. It will outline the steps involved in the 360-feedback process. Participants will have the opportunity to work with their colleagues and course facilitators to fully familiarise themselves with the report and to ensure that they can analyse the report data confidently.

On the second day, all participants will be expected to facilitate a feedback session and help their colleagues understand their LF 360-reports. In addition, they will all be on the receiving end and will participate in receiving their own LF 360-degree feedback (carried out as part of the pre-work), making the experience as real as possible. At the end of this part of the day, participants will be encouraged to set up a buddy-system to support each other through at least the first three feedback sessions that they deliver as newly qualified facilitators.

Following the training, Accredited Facilitators will be entitled to facilitate 360-degree feedback using the LF 360 tool designed by Right Management.

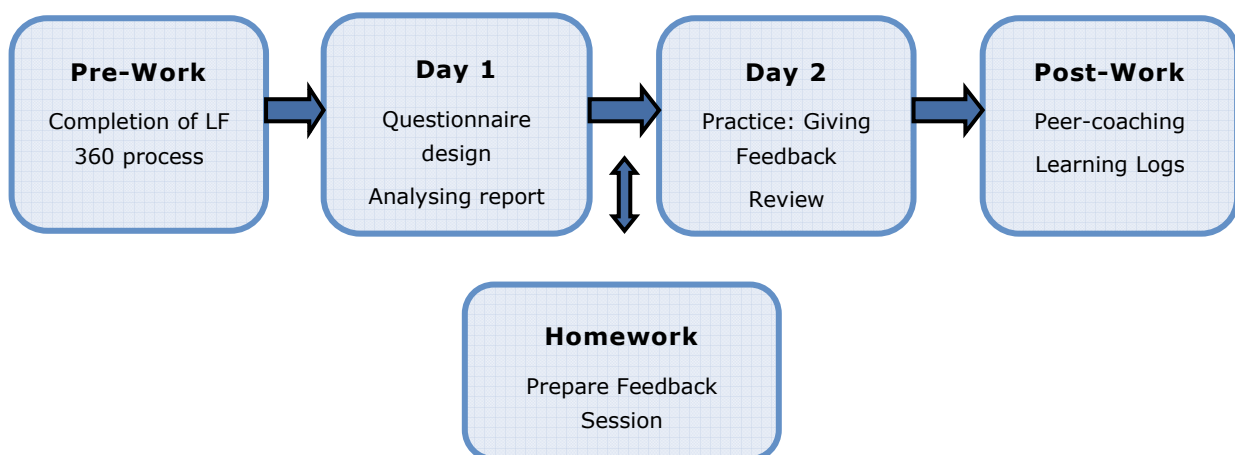
Please Note: Only those who have extensive training experience and a training background and who have attended the train-the-trainer session will be entitled to train others in the LF 360 tool and deliver the training in their organisations. Those with the training background and experience who would like to be able to train others in the 360 tool are encouraged to attend the 'Train-The-Trainer' 2-day Programme.

WHO IS THIS TRAINING FOR?

This training has been designed for those meeting the following criteria:

- Experienced coaches, mentors, HR, OD and training practitioners who would like to be able to use the Leadership Framework 360 tool designed by Right Management
- Facilitators who are committed to facilitating regular feedback sessions (minimum three sessions within the first 12 months of the training) and 2 sessions annually thereafter.

FORMAT - 1.5 DAY WORKSHOP FOR UP TO 8 PARTICIPANTS



PRE-WORK

- Familiarise yourself with the Leadership Framework.
- Participate in the LF 360 process. (Please allow 6 weeks prior to the training).

DAY 1 - AGENDA (START: 9.30 AM; FINISH: 4.30 PM)

- Introduction:
 - Objectives and Agenda
 - Participant Introductions: Personal Learning Objectives
 - 360-degree feedback v other assessment methods
 - Overview of the 360-feedback process
- The 360 tool:
 - Overview of the design of the tool
 - Introduction to the Leadership Framework
 - Facilitator's role
 - Confidentiality and fairness
- Analysing and interpreting report data:
 - Report Structure
 - Understanding the report and data
 - Group discussion – checking understanding
- Concluding the feedback section and next steps:
 - Action planning
 - Sharing and clarifying feedback – facilitator's role in this process
- Questions and Answers
- Close

HOMEWORK

Prepare for facilitating feedback session to a fellow training participant using the 'real' report. Homework may take between 1-2 hours depending on your working style.

DAY 2 - AGENDA (START: 9.00 AM; FINISH: 1.00 PM)

- Facilitating the feedback session (working in pairs):
 - Giving and receiving LF 360-feedback
 - Taking 'time-out' and seeking help or advice (if needed)
 - Reviewing learning and reflecting on the feedback session
 - Completing learning logs
- Review of learning
- Programme Close:
 - Setting up peer-coaching process
 - Learning Logs
- Question and Answer Session

POST-WORK

- 3 Learning logs – to be submitted to Right Management within 12 months of the training
- Peer-coaching and supervision

To help you decide whether this course will be beneficial to you and your organisation, you may like to think about the following questions:

How is your organisation planning on using the LF 360 tool?

Does your organisation currently have any LF 360 Accredited Trainers or Facilitators? (If yes, have you spoken with them to ask about their experiences?)

In order to become a fully accredited Facilitator and/or Trainer, there is a requirement to facilitate 3 feedback sessions and complete 3 Learning Logs within 12 months of attending the LF 360-Degree Feedback Facilitator Training course. In addition, to adhere to the Facilitator quality assurance policy, you are required to conduct 2 feedback sessions per year thereafter. Failure to do so will result in you being taken off the LF 360 Facilitator register. It is therefore important that you think about how you are going to facilitate these sessions before you attend a Facilitator Training Course.

How do you plan to facilitate 3 feedback sessions within the next 12 months and 2 sessions per year thereafter? (It may be that your organisation is planning to implement the LF 360 tool or alternatively you might want to think about facilitating feedback sessions within another organisation)

If you wish to attend the Train the Trainer course to become an Accredited Trainer, how do you plan on implementing the training within your organisation?
