Your Journey as a Blue 360 Administrator

Encouraging Engagement

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Agenda

- **Engaging your Participants**
  - Subject Management for Participants
  - Participant Rater Selection process
  - Enhancing the User Experience to Encourage Engagement
    - Self-Enrollment and Opt-out
    - Combining known and unknown respondents
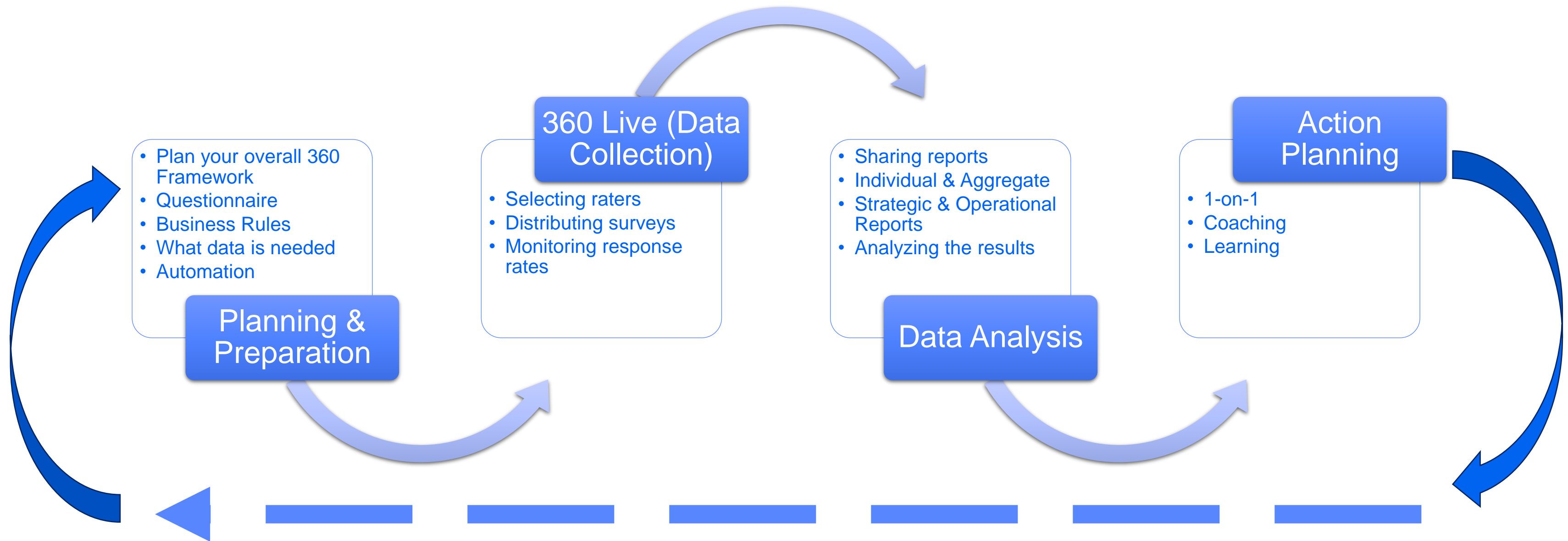   - Adding Additional Context to your Surveys

- **Communication to Action**
  - Customizing email notifications

- **Managing the Process**
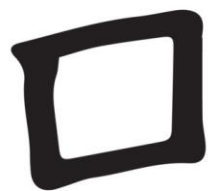 - Task Management

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Journey of the 360 Initiative

Planning & Preparation
- Plan your overall 360 Framework
- Questionnaire
- Business Rules
- What data is needed
- Automation

360 Live (Data Collection)
- Selecting raters
- Distributing surveys
- Monitoring response rates

Data Analysis
- Sharing reports
- Individual & Aggregate
- Strategic & Operational Reports
- Analyzing the results

Action Planning
- 1-on-1
- Coaching
- Learning

Encouraging participation in a 360-degree feedback process is essential for gathering comprehensive, reliable, and balanced data that can inform individual and organizational development. It promotes fairness, self-awareness, and continuous improvement while enhancing communication and trust within the organization.

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Engaging your Participants

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❖ Polling Time!

YES ☐   NO ☐

Do you use the Subject Management Task to engage your participants and allow them to manage their 360s?

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❖ **Subject Management**

Allows the participant control over managing their 360 process with governance from the project administrator. This task allows the participant to manage the following aspects of the evaluations.

- Opt-In or Out of participation
- Create personalize questions for goal setting
- Access to rater selection
- View Response Rates and rater network completion status
- Set an evaluation window
- Access to participant evaluation short links and QR codes
- Resend the Invitation to those who are not complete.

Note: these options are configurable and governed by the administrator.

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❖ Participant Rater Selection

Rater Selection allows the delegation of building the rater network to the participant. With governance determined by the task settings, the participant can choose who they would like to evaluate them.

The project administrator can set the following rules.

- Min/Max participants per group.
- Who is required to be part of the participants rater network.
- If raters are selected from a list, or manually entered by the participant.
- Set the maximum number of times each rater can be invited

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1. Self
Minimum: 1 | Maximum: ∞

Arleen Ridgewood 🔒

2. Managers
Minimum: 0 | Maximum: ∞

Hank Canedo 🔒

3. Peers
Minimum: 3 | Maximum: 8   Select

Agustin Hucker ⊗   Alain Harriskine ⊗   Aldin Brixey ⊗   Alexandro Eldin ⊗   Alisander Gainfort ⊗   Aloysius Broose ⊗

Ame Bullman ⊗   Ania Brownlie ⊗

4. Direct Reports
Minimum: 3 | Maximum: 8   Select

Abbey Molineux ⊗   Belinda Leckey ⊗   Beulah Southway ⊗   Beverley McKeurton ⊗   Brannon Dowgill ⊗   Clem Turfitt ⊗

Donielle Iley ⊗   Donnell Brave ⊗

❖ Polling Time!

YES ☐   NO ☐

Do you set the maximum number of times each rater can be invited?

❖ User Experience to Encourage Engagement

The flexibility in Blue allows the task owner control over their participation level. When participants have the choice to provide unsolicited feedback or the option to opt out of evaluating others, the feedback they provide is more likely to be constructive and thoughtful, rather than perfunctory or insincere. This can lead to more meaningful and actionable feedback for those who do participate.

It's important to strike a balance between offering these options and ensuring that the 360-degree serves its intended purpose. Some organizations may choose to encourage participation without making it mandatory. Ultimately, the success of such initiatives depends on clear communication, and a supportive organizational culture that values feedback and development.

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360 - On Demand
Hi Ag Matkin, you have been invited to provide feedback for the following evaluations.

➕ Add 360° Feedback

Aleen Kinsett (Product)
● In Progress   Ends on: 2023-12-24
Continue   Opt out

Amandie Tomkins (Product)
● Open   Ends on: 2023-12-30
Start now   Opt out

Anni Wallicker (Product)
● Open   Ends on: 2023-12-30
Start now   Opt out

Ag Matkin (Product)
● In Progress   Ends on: 2023-12-31
Continue   Opt out

Add 360° Feedback   Close ✖

amalee   ⊗

(10 Available)   360° Feedback   ↓₮

Amalee O'Regan

➕ Add   360 of Benefit 2022 - Q3 / Amalee O'Regan

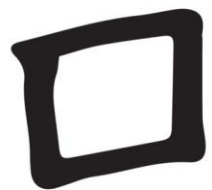➕ Add   360 of Benefit 2022 - Q4 / Amalee O'Regan

➕ Add   360 of Benefit 2023 - Q1 / Amalee O'Regan

✓ Added   360 of Benefit 2023 - Q2 / Amalee O'Regan

❖ Polling Time!

Would you use the self-enrolment approach?

❖ Survey Piping to Enhance Participants Experience

Use field mapping symbols in various areas of Blue to bring in (pipe) data from the Blue database, such as Blue task emails, questionnaires, report blocks, welcome messages, and error messages.

Using piping symbols and field mapping variables provides customized information and purpose to the experience, which leads to increase response rates by providing a more relevant context for the users.

Resources

Default piping/field mapping symbols

Advanced field mapping symbols

Create custom field mapping symbols

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Evaluation for Anni Wallicker (Product)

Dear Ag,

You have been invited to complete a 360 degree feedback review.
You are reviewing: Anni Wallicker
You belong to the group: 4. Direct Reports
You are among 8 in this group

Empowering *
Empowerment is the process of enabling or authorizing an individual to think, behave, take action, and control work and decision making in autonomous ways.

	Expertise					
	Emerging	Basic	Intermediate	Advanced	Expert	Unable to Rate
Encourages and values initiative ⓘ *You previously answered: Expert*	●	○	○	○	○	○
Takes into consideration suggestions from other colleagues ⓘ *You previously answered: Intermediate*	○	○	○	○	●	○
Includes colleagues in decisions that involve them ⓘ *You previously answered: Advanced*	●	○	○	○	○	○
Transmits energy and encourages others to go beyond ⓘ *You previously answered: Advanced*	○	○	○	○	●	○

✤ Polling Time!
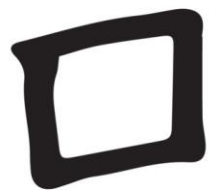
Would you use any piping?

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❖ Communication to Action

❖ Building Communication Touchpoints

Improving engagement with 360 users hinges on effective communication throughout the feedback project. Essential to this is proactively notifying users about their pending tasks, which is pivotal in maintaining project efficiency. Within the project's lifecycle, Blue Administrators may find several instances necessitating user communication.

Here are several ways to building an effective communication strategy.

- Include branding within your communication touchpoints.
- Set expectations and tailor the email message based on the recipient on what is required from them.
- Add piping to customize the email making it more personable.
- Leverage email reminders and completion email to reinforce pending action is still required, or when they are done.
- Stagger reminders cadence and timing within the period the surveys are open to the recipient.

Managing the Process

✦ Project Management

Project Management allows you the flexibility to monitor and control the project after it has been published.

- Quickly view the status of tasks and notifications
- Modify the fillout task start and end dates for the completion of questionnaires by a selected rater, as well as stop, delete, resubmit or unsubmit a questionnaire
- Add or modify the subjects of this project
- Export responses
- Analyze comment responses
- Manage the individual reports

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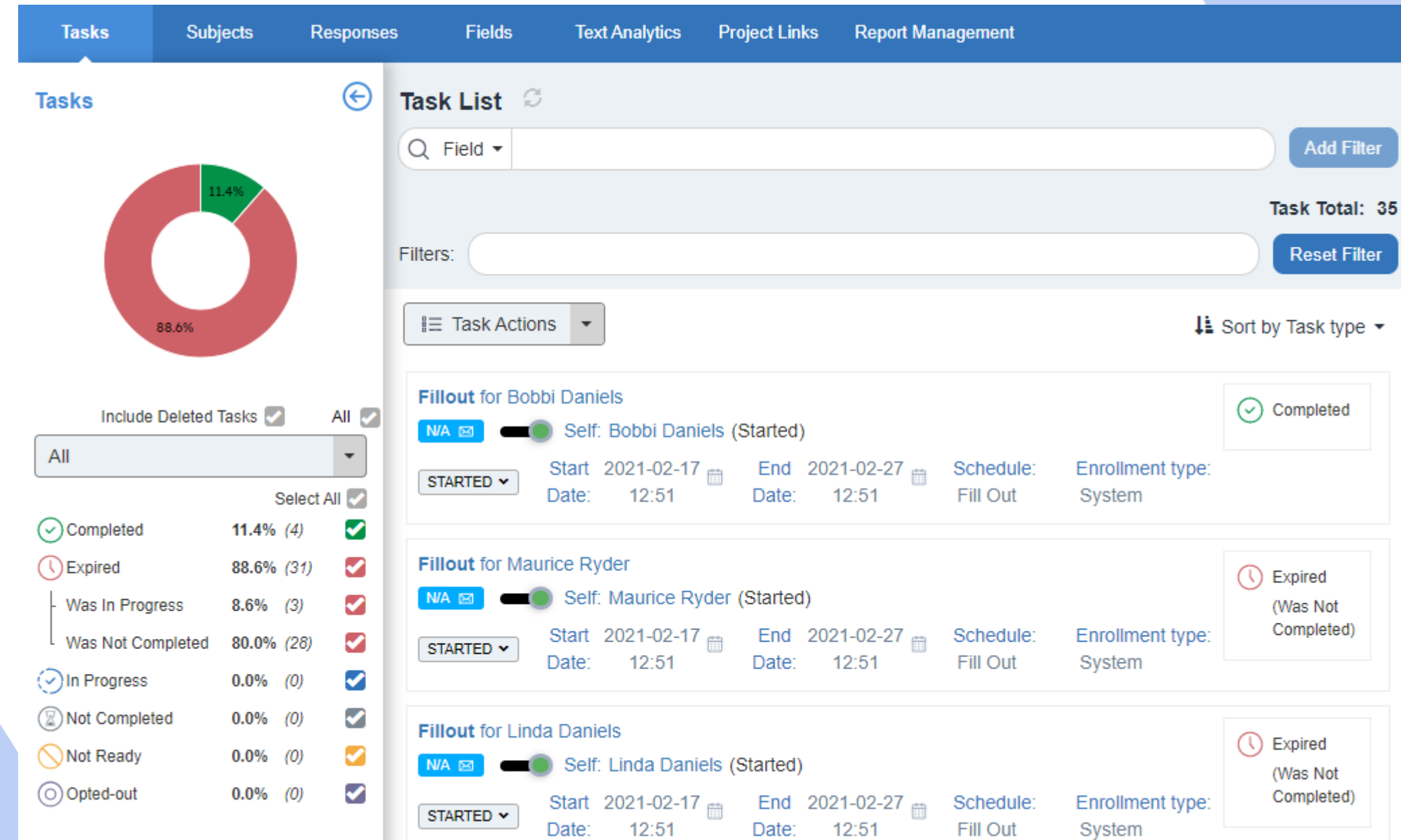
Q&A

❖ Upcoming 360 Webinars

Your Journey as a Blue 360 Administrator (Episode 3 of 3): Automation and Management

•December 12, 9pm Eastern time zone, mainly for customers in the APAC regions

•December 13, 8am Eastern time zone, mainly for customers in the Europe/Africa/Middle East regions

•December 13, 2pm Eastern time zone, mainly for customers in Americas regions

Click here to register

Join our Blue 360 Community of Practice Discussion Forum

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