

## Multi-Source Appraisal Systems

The use of multi-source appraisal or 360-degree feedback system is an acknowledged way of delivering objective, constructive feedback regarding an individual's performance. This differs from traditional feedback, by virtue of its emphasis on multiple sources of information. Evaluations are gathered regarding an individual from people who are in direct contact with them. These evaluators include the individual (who rate themselves), supervisors, peers, direct reports and in some cases customers or clients. Each source can provide a different perspective on the individual's skills, attributes and behaviour, and thus help build a more complete and accurate picture than could be obtained from any single source.

Professionally managed, a 360-degree feedback increases individual self-awareness, and as part of a strategic organisational process can promote:

- Increased understanding of the behaviours required to improve both individual and organisational effectiveness;
- More focused development activities, building on the skills and competencies required for successful organisational performance;
- Increased engagement of people at all levels of the organisation;
- Increased individual ownership of development and learning;
- Increased familiarity with the implications of cultural or strategic change .

The use of multiple assessors who are in a good position to observe and evaluate performance can increase reliability and validity of the measure and provide a foundation for development planning in line with the organisation's strategic requirements.

Jarrah Consulting utilises both

competency and behaviourally based multi-source appraisal tools, the **360 Appraisal Manager** and the **Lifestyles Inventory**.

### Genesys 360° Appraisal Manager

The 360° Appraisal Manager has been designed to allow you to manage the entire process of 360° appraisal in house. The 360° Manager uses a framework comprising nine broad competency groups that, through international research, have been found to be generic and important areas influencing individual and organisational performance.

### Lifestyles Inventory (LSI )

The LSI is a multi-source appraisal tool that identifies the underlying thoughts and motivations that guide an individual's behaviour. Based on a combination of respected psychological and management theories, it helps individuals



identify beliefs, values, behaviours and assumptions about themselves.

Information is gathered from the individual as well as from others to provide a holistic insight to individual's interactions.

### Complimentary Workshop

Before developing a multi-source appraisal program for your organisation, there are a number of things that need to be considered to ensure success. Jarrah Psychology would like to offer clients the opportunity to attend a complimentary workshop in which these tools will be examined. Our Psychologist will review current 360° research as well as provide instruction and advice regarding best practice in the design and delivery of a 360° program.

### Dates:

**Sydney:** October 12<sup>th</sup>

**Melbourne:** October 30<sup>th</sup>

**Brisbane:** November 15<sup>th</sup>

**Adelaide:** November 30<sup>th</sup>

[www.jarrahpsychology.com.au](http://www.jarrahpsychology.com.au)

## Norm Group Update

### We require your contribution....

GENESYS

It's coming up to that time of year when we will be asking all GeneSys users to submit their data for inclusion in the latest norm group updates.

We are conducting this norm update project to ensure that our normative data is as relevant and up-to-date as possible.

Once the data has been collated we will provide all users with our research findings, free of charge.

You will be contacted via e-mail in the coming weeks to request a few moments of your time to anonymise and send us your data, and to complete a short questionnaire relating to the demographics of your respondents.

The more contributors we have to this project, the better our norm groups will be, and so we look forward to your contribution .

**Free test administration resources.** Available on our website is suite of resources designed to assist administrators and candidates during the assessment process. Simply visit [www.jarrahpsychology.com.au](http://www.jarrahpsychology.com.au) and click the 'Resources' link in the left-hand menu for sample questions, assessment tips, test admin instructions and confidentiality form templates.

**2008 Genesys Training Calendar.** The 2008 Genesys training calendar has just been released. Please see the website for more details.



## Upgrade Now & Save

*If you are still using the "Parallel Port Dongle," you can now upgrade to the USB Dongle for free when you purchase 100 GeneSys credits*



## CONTACT US

Jarrah Consulting delivers quality end-to-end solutions throughout Australia. Our core objective is to improve individual and organisational performance, satisfaction and growth.

For further information on any of our products or advice on what we can do for you contact us on:

**1800 500 849**