



360-Feedback

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Introduction

Based in Clitheroe Lancashire our team of consultants and developers have 30+ years' experience specialising in organisational development and change, in 2001 icskills.com was asked to develop a custom 360-degree process to support a culture change programme.

8,000 appraisals later we launched an online system 'Reactive360' designed using the principles and learning gathered from the success of icskills.

Our mission: To provide bespoke capability in a simple framework, direct to the user, without the cost.

Since 2007 we have worked closely with our clients and to date (2023) we have created over 100,000 feedback reports.



Built on the success and learning from the reactive platform we have now created **icskills360**, our next generation 360-degree feedback platform. A fully featured one-stop-shop for 360-degree feedback.

If you cannot find the answer in this short feature guide....
Please contact us:

Email: support@icskills.com



One off credits vs Credit Bundles

Q = How much does it cost ?

A = There are two options – purchasing one off credits as and when you need them or one of our Credit Bundles. Your projected volume will answer the question as to which.

When you create an account, we have added a 'credit' to allow you to have a play with the system and make an informed decision.

If you go the credit bundle route then as far as we can tell, we are the lowest cost platform on the market.

There are four credit bundles to choose from.

10 Credits – for £350 you can get 10 credits, that works out at just £35 per report.

20 Credits - for £600 you can get 20 credits, that works out at just £30 per report.

50 Credits– for £1250 you can get 50 credits, that works out at just £25 per report.

100 Credits - for £2000 you can get 100 credits, that works out at just £20 per report.

Purchasing one off credits as and when needed allows lower volume account holders to carefully manage costs.

There is an option in the system to purchase a credit bundle at any time.



Custom questionnaires – Reports - Branding

Q = I want to add my own questionnaire, scoring scale and brand the process in line with my business ?

A = Yes the whole process can be customised !

When you create your account, you will be presented with 3 sample questionnaires to get you started.

OR

You can create your own questionnaire with a combination of scored or free text comment questions, the questions can be grouped under headings e.g., Communication, Teamwork, Management.

We have added the most frequently used scoring scales to attach to your questionnaire or you can create your own.

The questionnaire and the output report can be 'branded' using your company name and logo, even the text on the emails you send to request feedback can be edited.

There are currently three options for the report, we are working on a method to allow you to fully customise the pages, the layout and the charts that appear.



Reminders and Chasing

Q = Do the participants get reminders or is that a manual process ?

A = The system allows you to configure various options for reminding participants to complete their questionnaires.

When you have sent the questionnaires to all the people involved in the appraisal, you can monitor the progress of feedback and (if required) chase people who have forgotten to respond.

The chasing process can be fully automated to send a reminder a few days before the ideal due date and then again when the due date passes.

Further reminders to complete the questionnaires can be sent as often as required to ensure sufficient feedback is received to create a valid report.



Creating Reports

Q = Do I have to wait until all the feedback is received before I create the report ?

A = No – the reports can be created at any point.

The automatic reminder process should allow you to gather as much feedback as possible. Some people may not want to participate, and some people may not be able to answer all the questions.

The system is designed to allow you to close the questionnaires and create the report at any time you choose.

Note: To save confusing the participants it is advisable NOT to generate the report until after the date you requested the feedback to be completed.



Contact us

There is no such thing as a 'daft' question so if we have not answered your question in one of the sections of this short guide, contact us:

Email: support@icskills.com

We will get back to you with an answer.

