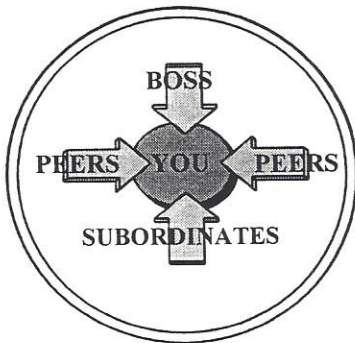


FEEDBACK ON YOUR MANAGEMENT/LEADERSHIP PRACTICES

- Introduction to “360° Feedback”
- The MLPI...learn to interpret
- Your results
- Action Planning:
 - Feedback to your raters
 - Make action plan public
 - Decide how to measure your progress



THE 360° CONCEPT



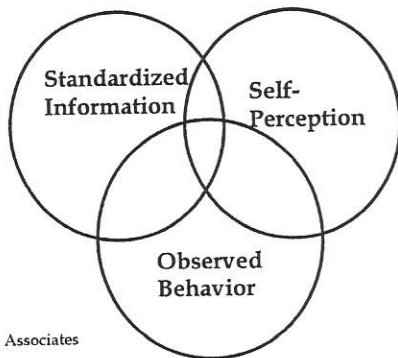
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PROFILE FACTS



- PRACTICES, not “style”
- PEOPLE MANAGEMENT, not business judgment
- FINE TUNE, not overhaul

Sources of Feedback



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"When performance is measured,
performance improves.

When performance is measured
and reported back....

the rate of improvement accelerates."

-Thomas S. Monson

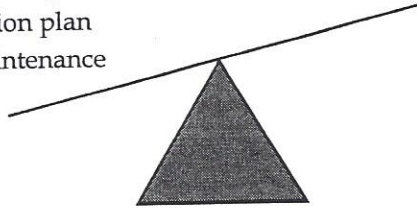
Pre-Action Plan Questions

- Which results are important to YOU?
- Which results fit other information you have?
- Where do you want to start?



Change Readiness

- Precontemplation
- Contemplation
- Action plan
- Maintenance



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Typical Development Approach:

Short training program
Wait for productivity to improve

Problems with this approach:

- Expects people to change immediately
- Use of "one size fits all" approach
- Individual's readiness/openness to change
- Does not allow for organizational variables that influence behavior change

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360°/Multiple-Rater Assessments

- A process to provide high quality feedback
- A tool to help guide continuous performance improvement
- A means to see yourself as others see you
- A diagnostic tool, a motivational process
- A way to track career development
- A process to create intelligence

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Source of Bias in Self Ratings

- “The Whole World is Watching”
- The “Prayer” Factor
- The “Humility” Factor
- The “True/False” Factor

