



### What is three60?

It is a system that provides each worker with the opportunity to receive performance feedback from his or her manager, colleagues, customers, people who use their services, other people who they interact with and reporting staff members if they manage staff.

It also provides workers with the opportunity to consider their own performance and compare their perception with the feedback given by others. Feedback is provided confidentially to encourage honesty designed to show results in trends that identify areas where workers are doing well and areas where they need additional support and development.

### Understanding the benefits of three60

As part of the consultation process it is a good idea to conduct exercises with managers and workers, through workshops or at team meetings, to allow them the opportunity to identify the benefits themselves. If people can identify benefits themselves, there is a greater chance they will see three60 as a positive system. It is important that managers and workers are allowed to raise any concerns or what they feel might be negative about three60 so these can be discussed and addressed openly. It is good to identify concerns, so that managers have the opportunity to address and minimise them rather than workers harbouring personal concerns or discussing them privately with colleagues which can reduce the overall success of the three60 implementation.

We have categorised some of the key benefits below but you will find your managers and workers will have additional ideas that relate to your organisation.

Benefits for the organisation:	Benefits for workers:
Understand customer satisfaction Identify organisation wide training needs Consistent approach for everyone More effective workforce Effective use of your most expensive assets	See if their perception is accurate Identify areas to develop Receive constructive praise and criticism Uses trends, not an individual's perspective

Benefits for customers or people who use your services:	Benefits for managers:
People value the opportunity to feedback Improvement areas identified Better customer service Knowledgeable and skilled staff	More sources of performance feedback Variety of opinions Identify team development needs Saves time contacting people

