

Grid-360[®] Feedback

Taking a Hard Look at the Soft Issues

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What is Grid-360 Feedback?

The team-based approach and fast pace of today's workplace make relationship skills more important than ever. Accordingly, key managers need a solution to measure and improve these important skills. Grid-360 Feedback is an online, anonymous tool that allows you to target and measure an individual's performance as it relates to 30 specific relationship skills within seven behavioral categories:

- **Initiative:** Taking action and supporting activities
- **Inquiry:** Questioning, seeking information, and testing for understanding
- **Advocacy:** Expressing one's own attitudes, opinions, ideas, and convictions
- **Critique:** Examining how behavior and actions affect results
- **Decision Making:** Evaluating resources, criteria, and consequences to reach a decision
- **Conflict Resolution:** Confronting and working through disagreements
- **Resilience:** Dealing with change, failure, and success

Who Can Benefit?

Any person responsible for obtaining results with and through others can benefit from Grid-360 Feedback. As a manager moves to higher levels within an organization and gains greater responsibility and authority, relationships play an ever-increasing role in his or her effectiveness. Comparing a self-assessment with feedback from others is a simple way to evaluate intended versus actual behavior in realistic terms. Such a comparison can motivate a personal focus on the behaviors, skills, and knowledge needed for success.

How Is It Done?

The easy-to-use, online process ensures high participation rates. E-mail and Web access are the only tools necessary. Anonymity ensures candid, accurate answers, while cutting-edge encryption and data protection ensure security.

Indepth, customizable reports allow a manager to analyze results and translate them into real pathways for improved performance. In addition to individual feedback reports, there is also a summary report at the organizational level.

Grid-360 Feedback can be used as a stand-alone system for performance evaluation and improvement or in conjunction with a specific event, project, or training program. The program's flexibility, simplicity, and quick report delivery provide a solid foundation for positive, measurable change.

Grid-360 Feedback Goals

- Increase self-awareness and motivate measurable behavior change.
- Enhance teamwork and relationships.
- Align individual and corporate goals regarding empowerment, accountability, self-management, continuous learning, and customer/supplier relationships.
- Quantify otherwise intangible, "soft" skills.
- Implement effective leadership development and talent management.
- Provide valuable information on individual and organizational strengths and weaknesses.

Expect Results From Grid-360 Feedback

Grid-360 Feedback enhances follow-through on personal and organizational goals. The tool provides a framework to clarify strengths and weaknesses in existing skills, and follow-through on improvement steps. Especially when used in conjunction with Grid seminars, Grid e-Coach, and other tools, Grid-360 Feedback completes the picture of follow-through and continuous improvement.

How Long Does It Take?

Feedback providers are chosen by the participant. Each provider receives an e-mail message that orients him or her to the purpose and logistics of the tool, login information, and a deadline for completion. The assessment itself takes less than 30 minutes to complete, and the reports are available in a matter of days.

Grid The Power to Change.[®]

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