



*StakeHolder Instant Feedback Tool*

LeadersEdge360.com – The Randall Wade Group, LLC

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### **Who should consider using SHIFT?**

Professional coaches, mentors or managers interested in the development and professional growth of employees by focusing on targeted developmental needs.

### **Value Proposition**

SHIFT is an easy, cost-effective, online means to provide real-time, anonymous, and regular (biweekly, monthly, bi-monthly or quarterly) feedback. The feedback is received from StakeHolders who interact with and/or would be able to adequately evaluate the performance of the employee. Customized questions are created that track the employee's greatest opportunities for improvement or need. The StakeHolders provide the input to help the employee quantitatively track behavioral and performance change that is being influenced by the performance of the coach, mentor or manager to ensure Return on Investment (ROI).

### **What is SHIFT?**

SHIFT is a simple web-based system that provides a secure confidential webpage to deliver instant feedback to track progress on defined areas. SHIFT allows anonymous input to the requester to help them continually grow and improve. This is similar to a 360-degree feedback tool, but the measurements are targeted to the employee's developmental needs and the feedback is more frequent, automatically accumulated and can be instantly viewed by the employee being developed.

### **Why use SHIFT?**

To measure progress in individual personal development, while potentially identifying the need to make real-time course corrections using quantitative data.

## How does SHIFT work for the employee being rated?

Once there is agreement on the questions being asked, the employee being measured will be directed to a secure web interface where feedback can be viewed on a biweekly, monthly, quarterly or yearly table and graph format. All of the on-line reports are current and accumulative.

## How does SHIFT work for the raters?

An e-mail is automatically received by each rater requesting feedback. A survey can contain a single question, or as many as collaboratively defined and desired. Typical surveys contain 3 to 12 questions on a 5-point scale and can usually be completed in less than 3 minutes. At regular intervals (biweekly, monthly, or bi-monthly) the raters will receive an automated reminder email to re-rate the same set of questions.

## How flexible is SHIFT?

Complete flexibility. Create as few or as many questions as you would like. Questions can be edited, deleted or added at any time. Raters can be added or deleted at any time. Frequency of feedback (biweekly, monthly, or bi-monthly) can be changed at any time.

## Benefits:

- Increased personal accountability on targeted behavior or performance areas.
- Frequent rater feedback confirms development progress or quick action can be taken for increased real-time improvements.
- Feedback from raters is fast and takes little of their time to complete.
- Results are quantitatively measured and tracked continuously.
- No cost or time from HR or management to administer the tool.

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a demonstration, contact:

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