

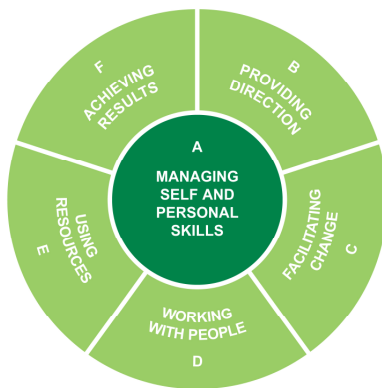
Peppermint 360°

Do your managers understand their strengths and weaknesses?

- ✔ Do you have managers that are not performing effectively?
- ✔ Do they welcome feedback and accept it willingly?
- ✔ Do you need a method of giving them constructive feedback?

Managers are most effective when they are self-aware of what they do well and accept willingly where their performance could be improved. Peppermint will help you get an accurate insight into your management team's effectiveness, help them view feedback positively – and deliver the feedback safely and in total confidence.

Nationally recognised management standards



We assess each manager using behavioural competencies designed by the Chartered Management Institute (CMI) and the Management Standards Centre (MSC). They describe the level of performance expected for a full range of management and leadership functions and activities.

There are hundreds to choose from, but for team leaders and first line managers, we have assembled a ready-to-use set of 60 questions, based around 10 core competency categories. For senior managers, we can recommend alternative competency sets, or work with you to tailor questions and configure the service to your own specification.

You only have to tell us their names

Our approach is hands-on and we take care of the whole process for you. There's no software for you to install or configure – just tell us the names of the team leaders or managers that you'd like to assess and we'll do the rest.

We will set up and deploy an on-line questionnaire, collecting confidential feedback from the Line Manager, Peers and Direct Reports, as well as from the individual being appraised.

A report that tells it like it is

A clear and concise report is prepared for each manager that graphically illustrates their performance in each area. To make things really easy, we summarise the top five things that they're good at – as well as the bottom five that need improvement.

In short, the information gained is key to the production of relevant and stretching personal development plans needed to create learning opportunities for both your up-and-coming stars as well as your poor performers.



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What are my options?

Our service and approach is totally flexible with prices starting from only **£255** per manager. You can select just the 360° feedback report, or ask us to deliver feedback, create personal development plans and provide individual coaching.

The matrix below illustrates three levels of service, but whichever you choose, we always configure the survey, collate the results on your behalf, and produce an individual report for each manager.

Features and prices (ex VAT) per manager surveyed:	Option 1 £255	Option 2 £495	Option 3 £695
Survey design			
Analysis session to establish requirements – on-site visit	-	-	✓
Analysis session to establish requirements – by telephone	✓	✓	✓
10 core management competency categories each containing 6 questions	✓	✓	✓
Choice of questions from management competency library	-	✓	✓
Fully tailored competency categories and questions	-	-	✓
Ability to collect free form feedback	✓	✓	✓
Corporate messaging and branding option	-	✓	✓
On-line web-based questionnaire – accessible from any location	✓	✓	✓
Paper-based questionnaire if required	-	-	✓
4 respondent categories – Self, Line Manager, Peers, Direct Reports	✓	✓	✓
Additional categories (e.g. customers)	-	-	✓
Self-assessment and up to 9 respondents	✓	✓	✓
Anonymous feedback (applicable to Peers and Direct Reports)	✓	✓	✓
Survey management			
Deployment support	✓	✓	✓
Fully managed deployment	-	✓	✓
Organisation or managers can nominate who gives feedback	✓	✓	✓
e-mailed survey link to each respondent	✓	✓	✓
Monitored level of responses with reminder e-mails	✓	✓	✓
Report on respondent levels when survey closed	✓	✓	✓
Consolidated report			
Individual feedback report for each manager (minimum 12 pages)	✓	✓	✓
Feedback comparison between Self, Line Manager, Peers, Direct Reports	✓	✓	✓
Overall performance graph for each competency category	✓	✓	✓
Detailed question analysis graph for each competency category	✓	✓	✓
Free form feedback for each competency category	✓	✓	✓
Providing feedback			
Feedback report sent to nominated individual by e-mail (PDF format)	✓	✓	✓
Giving Constructive/Difficult Feedback (single training session for sponsors)	-	✓	✓
Feedback report delivered to manager (personal 1:1 session)	-	-	✓
Personal development			
Tailored personal development plan based on feedback	-	-	✓
Delivery of personal development plan – 1:1 coaching session (2 hours)	-	-	✓
Follow-up review after 3 months – 1:1 coaching session (2 hours)	-	-	✓

Contact us

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A fresh approach to management development