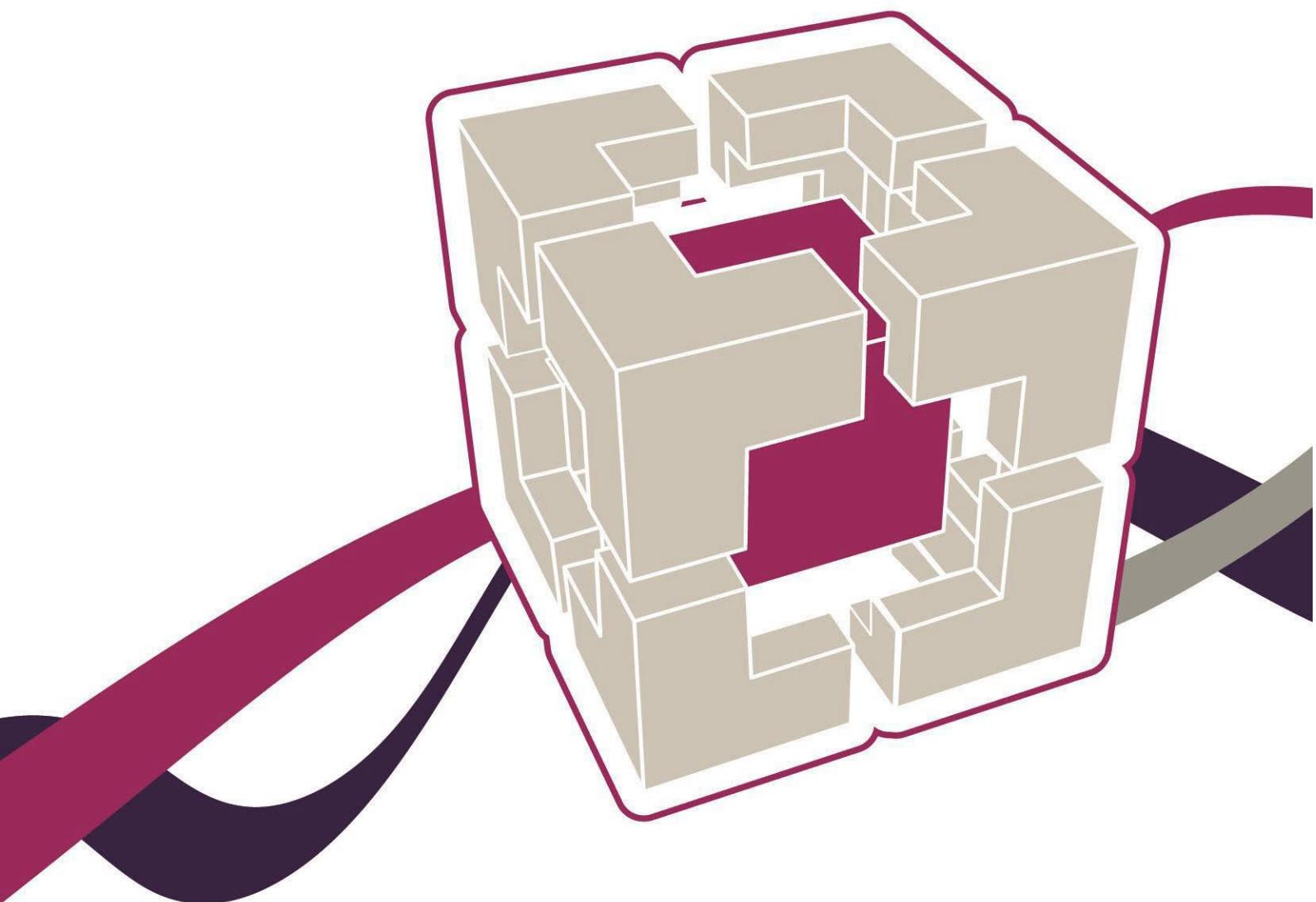


Guidance for HLM 360 Facilitators

Best Practice Reminders



Contents

Maintaining your Accreditation – A Reminder	2
Managing your Facilitator Requests – Key Steps	3
Managing your Facilitator Profile – Part 1: Your Availability	4
Managing your Facilitator Profile – Part 2: Your Details	5
Leaving the NHS or retiring? – Next Steps	7
Concerned about completing a minimum of 2 Sessions? - A reminder of the options and support available to you	8
Help and Support	9

Maintaining your accreditation

A reminder

To remain an accredited HLM 360 Facilitator **you must continue to complete a minimum of 2 Individual Feedback Sessions in each 12-month rolling period (starting from the date you were accredited).**

You will see the following messaging within the Facilitator Requests section of your Appraisal Hub account:

- **'You were accredited on: [date]'** – your accreditation date is the start of your first 12-month period.
- **'Please remember that to stay accredited you must complete at least 2 feedback sessions in each 12 month period, starting from your accreditation date (as listed above).'** – '(as listed above)' refers to your accreditation date. Please note that if you attend a Re-Accreditation Course or Re-Train with us, this date will change but the approach remains the same, as illustrated below:

If your accreditation date is listed as 01/01/2024, for example, your first 12-month period would run from 01/01/2024 - 01/01/2025. The second would then run from 01/01/2025 - 01/01/2026, and so on.

If you attend a Re-Accreditation Course or Re-Train with us, pass all elements of the course, and become Re-Accredited on 01/06/2025, for example, the accreditation date listed in your account will change and your 12-month period will then run from that new date (01/06/2025 – 01/06/2026, and so on).

You will receive Reminder Emails 3 months, 6 months, 8 months, and 11.5 months into each rolling 12-month period. Each email details how many sessions you have completed at that time point and how many more you are required to complete before the end of your 12-month period.

Please note: it is your responsibility as a Facilitator to reach out to the Support Team if you feel there will be any issues meeting the requirement of 2 Sessions per each 12-month period.

Managing your Facilitator requests

Key steps

We kindly ask that all Facilitators maintain their Facilitator Requests accordingly. If a Feedback Session has gone ahead, please do ensure that you are marking the Session as completed straight after. Marking the Session as Complete ensures that it counts toward the number of Sessions completed in your current Facilitator Year, as well as the total number of Sessions you have completed.

To Mark a Session as Complete, please follow the steps below:

1. Log into the HLM Appraisal Hub,
2. Click 'View my facilitator session requests',
3. Click 'Mark Complete' (as pictured below).



Marking the Session as Complete also provides the participant with access to their HLM 360 Report via the Appraisal Hub – this is the only way the participant should gain access to their Report; securely via the system and AFTER the Feedback Session has taken place.

Please do not send the participant their Report via email before or after the Session.

If a Session is cancelled or does not go ahead, please 'Remove' the Request at the soonest opportunity.

Managing your Facilitator Profile - Part 1

Your Availability

If you are out of the office sick, on holiday, or do not have the capacity to deliver HLM 360 Feedback for a short period of time, you can mark yourself as 'Inactive'. Marking yourself as inactive means that you will not be searchable or selectable to participants looking for a Facilitator.

You will need to mark yourself as 'Active' again when you are in a position to continue delivering Feedback.

Follow the steps below to mark yourself as inactive or active:

1. Log into the Appraisal Hub,
2. Click 'View or update my facilitator profile',
3. Click 'Mark myself as inactive' / 'Mark myself as active' (as pictured below).

Details

Email: 360support@jcaglobal.com
 City: JCA Global
 Region: Other
 Job Title: JCA Global
 Organisation: JCA Global
 Costs: Please do use this facilitator unless you have been advised to do so.
 Phone Number: 01242 282979

Contact the [360 Support Team](#) to update these details

Show email address on public database [?](#)
 Show phone number on public database [?](#)

Mark myself as inactive [?](#)

Please note: Even while marked as inactive, you are still required to facilitate at least 2 feedback sessions in each rolling 12-month period to retain your accreditation.

You will receive a reminder email every 30 days while you are marked as inactive.

If you have a need to be inactive for an extended period of time (e.g. for maternity/paternity leave, extended sick leave, etc.), please contact the HLM 360 Support Team (360support@talogy.com) to discuss your options.

Managing your Facilitator Profile - Part 2

Your Details

It is important that your details are up to date so that participants can contact you should they wish to select you as their Facilitator.

Details

Email:
360support@jcaglobal.com

City: JCA Global

Region: Other

Job Title: JCA Global

Organisation: JCA Global

Costs: Please do use this facilitator unless you have been advised to do so.

Phone Number: 01242 282979

Contact the [360 Support Team](#) to update these details

Show email address on public database [?](#)
 Show phone number on public database [?](#)

[Mark myself as inactive](#) [?](#)

Please contact the HLM 360 Support Team if you require any changes to the information in your grey 'Details' box (Sample box pictured left).

If you require an email address update, please ensure you have updated the email address linked to your Leadership Academy Profile by following the steps below **before** contacting the Team.

To update your email address, log into the Leadership Academy Profile site, navigate to the 'Profile' tab, click the green 'Edit' button and update the primary email address listed.

Once complete, navigate to the 'Programmes' tab and log into the HLM Appraisal Hub. **Please click 'Continue' if you are asked to confirm your details upon log in.**

About Me text, Links and Documents, and Profile Image

You have the option to add some further information about yourself to the rest of your Profile. We recommend taking the time to do this as it will support participants in understanding who you are and any specialisms you have.

- **About Me:** Here you can add details of your experience, location, costs, availability, and anything else you feel may be helpful. *We recommend a maximum of 1000 characters.*
- **Links:** You can add links to external resources and other online profiles, for example, LinkedIn or other Coaching profiles.
- **Documents:** You can upload certificates and other qualifications. Participants will be able to download and view these files from your profile.
- **Profile Image:** You can upload a profile image of yourself.

Please find a screenshot of an Example Profile on the following page.

Example Profile:



Alex Facilitator

Details

Email: Alex.Facilitator@NHSTrust.nhs.uk
City: Worcester
Region: West Midlands
Job Title: Learning and Development Co-ordinator
Organisation: NHS Trust
Costs: No costs
Phone Number:

About me

I will be on leave 7th – 19th June and will be unavailable to respond to requests or provide feedback sessions during this period.

As a part of the Learning and Development team at my Trust I enjoy helping colleagues to develop and challenge themselves. I have experience working with colleagues from a variety of professional backgrounds, including clinical staff and members of the senior team. I am an experienced coach and am also accredited in a range of other diagnostic tools, including MBTI.

I've been a Healthcare Leadership Model 360 degree feedback facilitator for over a year, and really enjoy working with users to go through their reports and help highlight areas of learning for their development. I like working with users as early in the process as possible so please don't hesitate to contact me even if you are just starting. I am happy to provide feedback sessions for any colleagues based in the West Midlands, though I'm afraid I won't be available to travel outside of the region.

I'd be very happy to have a conversation to see if we'll be a good fit, so please don't hesitate to get in touch if you have any questions or would like any further information.

Accreditation

I am accredited to deliver 360 feedback to individuals and groups.

Links

[LinkedIn Profile](#)

Documents

 [Facilitator Accreditation](#)
 [MBTI Certification](#)

Further guidance around developing your Facilitator Profile can be found [here](#).

Leaving the NHS or retiring?

Next Steps

Continuing your practice

You are more than welcome to continue your practice as a HLM 360 Facilitator outside of the NHS, whether you are moving into a different Organisation or into your retirement.

Please note that rules for maintaining your accreditation stay the same and **you must continue to complete a minimum of 2 Individual Feedback Sessions in each 12-month rolling period (starting from the date you were accredited) to stay accredited.**

Please note: it is your responsibility as a Facilitator to reach out to the Support Team if you feel there will be any issues meeting the requirement of 2 Sessions per each 12-month period.

Practical Considerations

If you are moving into a different Organisation or your retirement, you will need to update your email address as per the instructions on Page 4 to ensure that you are notified of any Feedback Requests.

Please ensure you make this change before you lose access to the inbox for your existing email address. If you are moving to a new Organisation, you can change your email address to a personal one temporarily.

No longer wish to continue providing HLM 360 Feedback?

Please contact the HLM 360 Support Team via phone (+44 (0)1242 282 979) or email (360support@talogy.com) as soon as you have made this decision.

The Team will deactivate your Facilitator Profile so that you no longer appear on the Facilitator Database for participants to contact or select.

Concerned about completing a minimum of 2 Sessions?

A reminder of the options and support available to you

To remain an accredited HLM 360 Facilitator you must continue to complete a **minimum of 2 Individual Feedback Sessions per your Facilitator Year every Year.**

If you are concerned about meeting this requirement, the options below may support you in gaining more opportunities to deliver HLM 360 Feedback:

1. **Contact the Organisational Development Lead for your Trust/Organisation.** There may be people within your Trust/Organisation using the HLM 360 who are looking for a Facilitator. Similarly, there may be a group of employees about to undergo the process who will require a Facilitator. You can offer your services here.
2. **Contact your Regional Lead** to see whether there are any regional programmes that use the HLM 360 in need of Facilitator support. You may be able to offer your services here.

If the above options are not feasible for whatever reason, please reach out to the HLM 360 Support Team. The Team will then work with you to offer personalised support where possible.

Please note: We cannot support you if we are not aware of your concerns ahead of time. If you do not proactively communicate with us and do not complete a minimum of 2 Sessions your Facilitator Profile will be deactivated, and you will need to undergo a Re-Accreditation Course or Re-Train with us to remain a HLM 360 Facilitator.

Help and Support

Please do not hesitate to reach out to the HLM 360 Support Team using the details below if you have any questions or queries:

+44 (0)1242 282 979 or 360support@talogy.com