

As part of the 360 process and through our discussions with participants, we collect ongoing feedback about the user experience of the Appraisal Hub. Over the last year and a half, one of the key themes of the feedback is that a lot of guidance is required to move through the 360 process.

We have listened to this feedback and as an initial step we will be introducing new emails, which we hope will improve the overall user experience of the Healthcare Leadership Model Appraisal Hub.

The emails contain useful information such as Next Steps, Weekly Status Updates for individuals going through the 360 process and prompts for individuals to request their reports from their Facilitators. The new emails will be sent to Raters, Self Raters, Batch Coordinators and Facilitators.

We have included some example emails below, to show how they have been developed.

If you have any questions around this, please contact the 360 Support Helpdesk Team on [360.support@jcaglobal.com](mailto:360.support@jcaglobal.com) / 01242 282 979.

Best Wishes,

The Healthcare Leadership Model Helpdesk Team

Dear Sample Facilitator,

You have been selected by Anne Sample (anne.sample@jcaglobal.com) to facilitate their 360 feedback session.

Please log into your [Appraisal Hub](#) account to either accept or decline this request. If you need to decline, please contact Anne to explain why, and if possible, please suggest an alternative facilitator.

Kind regards,

360 Support

Email: [360.support@jcaglobal.com](mailto:360.support@jcaglobal.com)

Phone: 01242 282979 (between 08:00 and 17:30)

Support Page: <http://modelsupporthub.jcaglobal.com/>

FAQ: <http://modelfaq.jcaglobal.com/>

Dear Tilly Regan,

Thank you for starting the free Healthcare Leadership Model self-assessment.

**Next steps:**

To complete your questionnaire, you will be asked a series of questions related to your leadership behaviours, as described in the [Healthcare Leadership Model](#).

Within the questionnaire you will be asked to rate Behaviour and Importance on the nine leadership dimensions in relation to yourself and your role. As there are only nine sets of questions please allow time to fully read the descriptions and to carefully consider your answers within the context you operate in.

If you have Direct Reports you will also be asked to answer a set of questions on the team you lead.

**The questionnaire should take you between 15-30 minutes to complete.**

Please click here to complete your questionnaire.

Should you be unable to complete the questionnaire in one sitting, you can log out and log in again at a later date, to continue where you left off.

If you have any queries at all about the self-assessment, please contact us on the details below.

Kind regards,

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Dear Tilly Regan,

Please see a status update below for your 360 questionnaire.

**Completion date:** The completion date for your 360 questionnaire is 31<sup>st</sup> January 2019. If you require longer to complete your 360, you can change this date by clicking 'Change date'.

**Raters:** Please see an overview of your raters below, you can log into your questionnaire at any time to see more detail and review or add more raters.

- Line Manager(s): 1/1
- Peers: 1/3
- Others: 3/3
- Direct Reports: 0/0

**Self Assessment:** Your self questionnaire is complete.

**Facilitator:** You have selected the following facilitator: Anne Sample (anne.sample@jcaglobal.com)

If you have not yet contacted them, please ensure you do so as soon as possible to check their availability for feedback sessions.

To access your 360 questionnaire at any time, please follow the steps below:

1. Log into the [Appraisal Hub](#) with your 10-digit username and password.
2. Click **Start or continue a self/360 questionnaire for yourself**
3. Click **View** next to your 360 questionnaire

If you have any queries at all, please contact us on the details below.

Kind regards,

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Dear Sample Facilitator,

There is an outstanding feedback session on your [Appraisal Hub](#) account for Anne Sample, which you accepted 30 days ago.

This session has not been marked as complete yet. If you have had the feedback session with this individual, please log into your account and mark the session as complete, as this will give the participant electronic access to their 360 report.

If you have not had the feedback session with the participant, please ensure that you contact them using the details below to arrange a time/place for this to occur.

[Anne.sample@jcaglobal.com](mailto:Anne.sample@jcaglobal.com)

If you have any queries at all, please contact us on the details below.

Kind regards,

360 Support

Email: [360.support@jcaglobal.com](mailto:360.support@jcaglobal.com)

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Dear Sample Batch Coordinator,

Thank you for recently creating a pre-paid batch of 15 x 360 questionnaires. This will allow you to invite individuals to start their own 360s and add their colleagues to give feedback on them.

**Please note : If you think you have set this up in error, please contact our support team on the information below, in order to resolve this.**

Next Steps:

- To access your batch at any time, log into the [Appraisal Hub](#), click **Purchase or manage multiple 360s for others** and then **View** beside your batch.
- You will be able to add new participants to a batch by clicking the **Set up a participant** button.
- You will be able to remove participants, but only if they haven't yet joined the batch. Once someone has joined the batch, their place has been taken.
- You will be able to click the **Manage** button beside each individual, which will allow you to see more details about their progress: rater completions, chosen facilitator and whether their report has been completed.

If you have any queries at all, please don't hesitate to contact us.

Kind regards,

360 Support

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