

Why do we need feedback facilitators?

Support development

Requiring everybody who completes 360° feedback to attend a facilitated feedback session reinforces the message that this is an important developmental activity and needs to be taken seriously.

Provide time for reflection

The report on its own is not enough to achieve learning and development. It is important that participants are given the opportunity to reflect on their feedback, what the feedback means for their leadership and to identify the actions they will take to make an even greater contribution as leaders within healthcare.

Ensure a positive outcome

Feedback can often elicit an emotional reaction. Facilitators will work with the immediate emotions, reactions and perceptions of the data in the 360° feedback report to ensure that a positive outcome for the individual's development is achieved.

Maintain consistency

The 360° process is only as good as the feedback session. By ensuring that feedback is interpreted alongside a trained facilitator we can ensure that individuals participating in the process will experience a consistent quality of approach across all organisations.

Good practice

Respected HR bodies such as the Chartered Institute for Personnel Development and the British Psychological Society recommend that feedback is provided to the individual with the support of a facilitator, given the sensitive nature of the information that is involved.

What the NHS Leadership Academy will provide

In return for your commitment and support in helping develop our healthcare leaders, we commit to:

- Supporting your professional development by providing you with helpful information that can enhance your facilitation practice
- Communicating to you any significant updates to the Healthcare Leadership Model or online tools.
- Providing a LinkedIn HLM Facilitator Community, that will provide a platform where you can share advice, ask questions and network with other HLM facilitators. For more details, please email 360.support@jcaglobal.com

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