

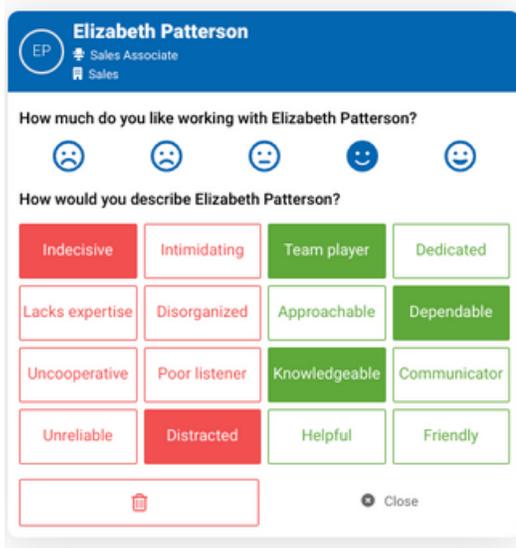
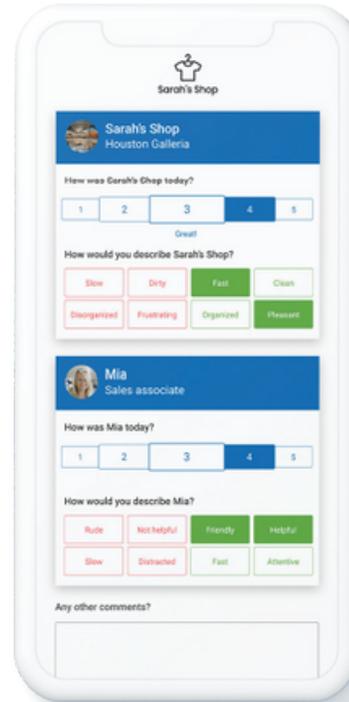
QUICK GUIDE

SCALABLE 360° FEEDBACK

WHAT IS SCALABLE 360° FEEDBACK?

Scalable 360° feedback refers to our process of collecting and delivering 360° feedback to every employee without restrictions. Conventional 360° feedback limits results with a rater selection process that restricts feedback to only a few perspectives and skews data toward individual biases.

Our scalable 360° feedback empowers every employee to anonymously rate and describe experiences with any coworker, resulting in robust 360° feedback for every employee based on trends rather than individual perspectives.



HOW DO EMPLOYEES GIVE FEEDBACK?

In a simple, mobile-friendly survey experience, employees answer a few questions about their experiences at work and then anonymously rate and describe their experiences with coworkers.

They will see a list of "suggested" employees close to them in the company org chart, including teammates, direct reports, and managers. They can provide voluntary reviews of their experiences with these individuals, and search the company org chart to provide additional experiences with anyone in the organization

80%

of employees will rate and describe experiences with at least one coworker

15-25+

detailed coworker reviews will be provided by each employee

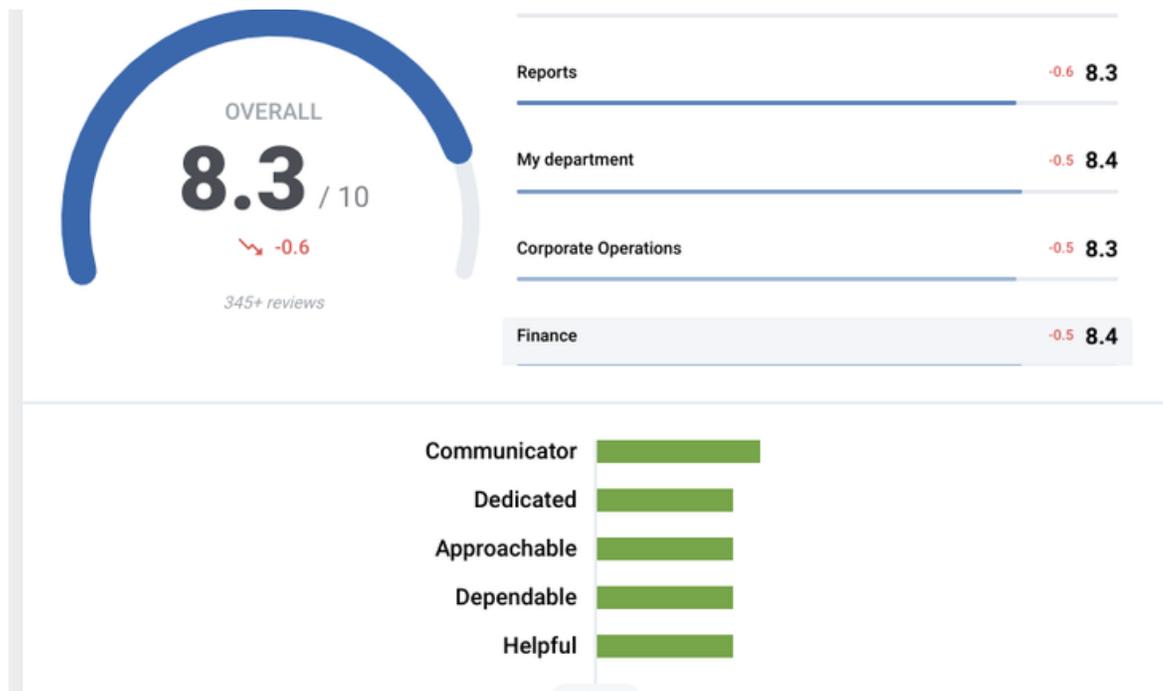
95%

of employees will receive an overall 360° feedback score based on 5+ reviews

98%

of employee feedback scores will have 3+ positive attribute trends

360° RESULTS



We convert all 1-5 coworker ratings into a single overall score on a scale of 1-10. This result is not a simple average of ratings. We have a proprietary weighting system to determine the final result that accounts for rater behavior, number of raters, use of attributes, position in the org chart, etc.

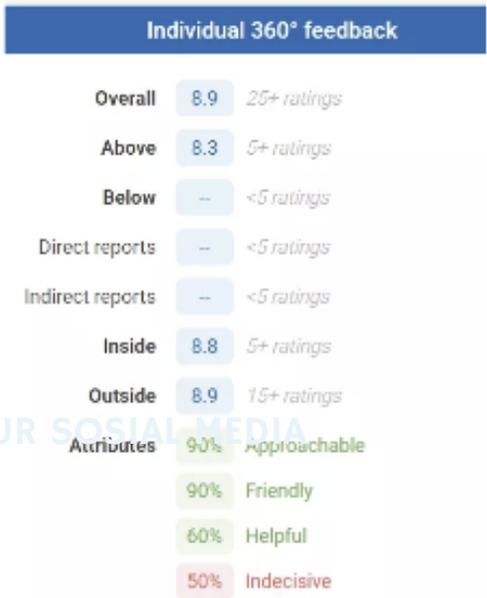
SEGMENTED RESULTS

Employees will be able to receive a personalized report of feedback from all coworkers including managers and reports. In addition to overall feedback scores, segmented scores reflect an employee's esteem with different groups in the organization.

ATTRIBUTE TRENDS

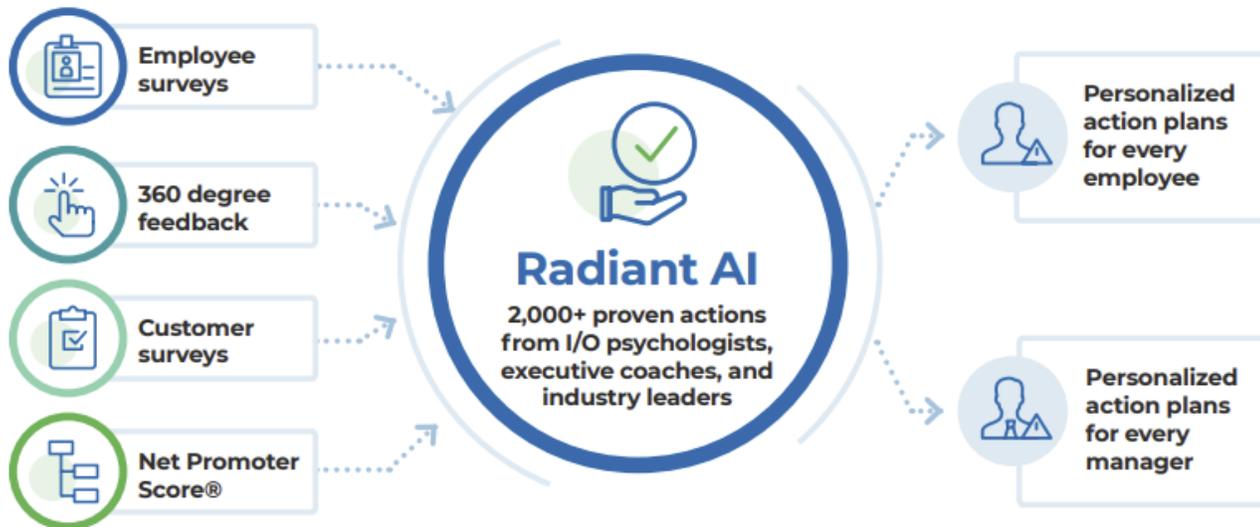
99%+ of feedback scores include at least one attribute trend. These provide valuable insight into employees' numerical scores. Positive attribute trends are shown when at least 20% of raters select the same attribute, and negative attribute trends are shown when at least 30% of raters select the same attribute. This keeps the feedback experience constructive by keeping managers and employees focused on trends.

Candace Hall
Marketer
Marketing



FOLLOW OUR SOCIAL MEDIA

RADIANT AI™



Every possible result in our platform, from survey responses to 360° feedback trends and beyond, is linked to a series of proven recommended actions with Radiant AI.

Radiant AI™ suggestions ⓘ

Talk to your team about how you express excitement and happiness. +

Ask an employee who recently solved a big problem to present how they solved it to the team. +

The next time you point out a mistake to one of your employees, ask: "What are you going to do differently in the future to prevent this from happening again?" +

Write out what you see as the "next step" in terms of career path for each person on your team. +

Make a list of priorities for the week and schedule time to complete high priority items first. +

Schedule time in your workday to view the physical area your customer sees from their perspective. Take whatever small steps you can to make it neat. +

The next time you point out a mistake to one of your employees, complete this sentence: "Here's what I want you to learn from this..." +

Ask each person on your team to identify one area or skill they would like your feedback on. +

The next time you would like to receive feedback, make it a clear question. Say, "Can I get some feedback?" instead of "Any feedback is appreciated." +

Create a system for logging and tracking your commitments. +

WHAT IS RADIANT AI?

Radiant AI recommends actions to every employee based on team survey results, 360° feedback trends, customer feedback, and more. With a few taps, employees create an action plan designed around their needs.

MANAGEMENT COACHING

For managers, Radiant AI goes a step further by providing recommended actions targeted at helping their employees address relevant feedback trends.

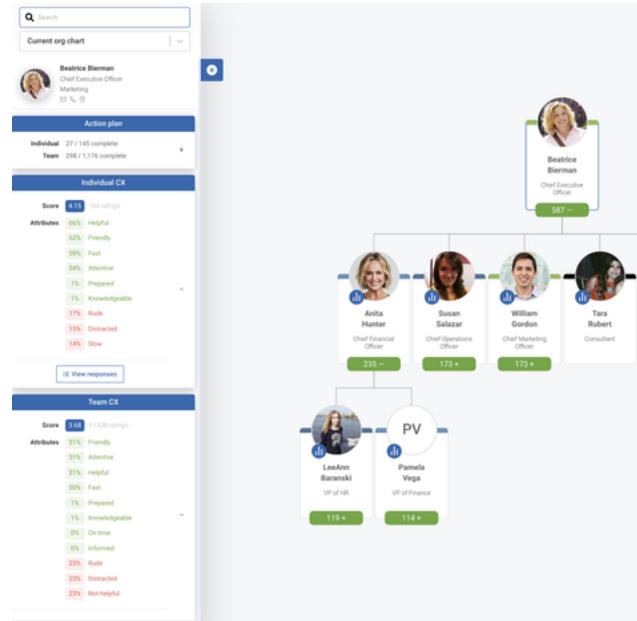
FREQUENTLY ASKED QUESTIONS

Are results anonymous?

Yes. Employers cannot see if employees participate, who they choose to rate, or how they rate anyone in the organization. Employees only receive feedback as overall scores and trends.

Can employees reverse-engineer scores?

No. Feedback scores are only shown when 5+ ratings are provided, and scores are not a simple average of ratings. Our scores weigh various factors like rater behavior, rater proximity, etc., which ensures scores cannot be reverse-engineered to isolate individual ratings.



Whose results can employees view?

Non-admin users can view their own results and the results of employees reporting directly into them in the company org chart. They cannot view the results of their peers, managers, or anyone who does not report into them.

Is 360° feedback optional? Will managers see which employees don't participate?

All feedback is optional. Managers cannot see who chooses to participate

Name	Department	Overall			Team player	Dedicated	Approachable
		Score	Change	n			
Mary Hernandez	Marketing	7.2	-1.2	10+	40%	80%	60%
Eddy Santoyo	Marketing	7.5	-1.3	20+	--	40%	50%
Jeanne Garcia	Corporate Operati...	8.7	-0.6	10+	--	--	60%
Mark Rodriguez	Corporate Operati...	9.4	2.3	20+	80%	--	--
Marcia Burrage	Corporate Operati...	8.9	0.6	25+	70%	--	--
Jeffrey Guadalupe	Corporate Operati...	9.6	2.4	50+	60%	--	60%
Chris Collis	Finance	8.4	-0.3	5+	90%	40%	40%
Inez Aguilar	Finance	8.7	-0.4	10+	70%	--	--
Lori Mcquinn	Marketing	8.2	-0.7	10+	60%	50%	--
Gregory Rice	Marketing	8.8	-0.6	20+	80%	60%	60%

FOR MORE INFORMATION ON 360° FEEDBACK AND ITS BENEFITS, CONTACT YOUR MACORVA ACCOUNT EXECUTIVE OR EMAIL US AT SUPPORT@MACORVA.COM. FOR A SHORT VIDEO ABOUT MACORVA SURVEYS PLEASE [CLICK HERE](#).