

Client Project: International Implementation of 360° Feedback

For a leading global provider of innovative logistics solutions with more than 20,000 employees, we helped to develop a competency model and to introduce 360° feedback throughout the corporation.

Together with representatives from different operational areas and levels, we operationalized the relevant competencies in a target group-appropriate manner, based on the company's strategy and values as well as management guidelines. Building upon this, a 360° feedback was rolled out worldwide, beginning at the highest management level.

The following factors were decisive in assuring acceptance of the instrument and hence high participation rates: the involvement of selected stakeholders from various business divisions, user-friendliness, data security and the limited amount of time required of the participants.

Following the online-based implementation of the 360° feedback, we prepared the HR team to conduct individual feedback discussions, in order to provide the participating executives with the greatest possible individual benefits and to initiate a development process that was oriented to their needs. Subsequently, we supported selected development procedures through business coaching.