

OUR CLIENT SUCCESS

CLIENT

Canadian Law Firm

INDUSTRY

Legal

PROJECT

360 Feedback Program



THE CHALLENGE

Our client was looking for a partner to work with them to implement and seamlessly deliver a customized and comprehensive 360-feedback program, using a confidential process that builds trust and promotes leadership growth and development. With this being the first 360-feedback program for their firm, attention to change management was an important element built into our approach.

360-feedback programs provide a platform for leaders within an organization to learn, develop and grow through a better understanding of how they are perceived. It provides an opportunity for various stakeholders to provide feedback on their impression of the individual (**participant**) being assessed. This feedback provides insights and understanding of strengths and areas where there are opportunities for further improvement.

OUR APPROACH

We took a thoughtful and customized approach to the program through:

- Developing the question set linked to the firm's established leadership competencies
- Creating the communications plan, materials, and templates tailored to the appropriate stakeholder groups to ensure that clear expectations are set for every participant and the process is clear throughout the process
- Selecting and scheduling the professional coaches for individual results debriefs

Teal successfully administered the process from start to finish – deploying the assessment links, managing communications, and developing an aggregated final report for management.



THE OUTCOMES

- 100% of participants expressed that the process was administered and found value in the experience.
- Each participant received a fulsome report outlining an honest and confidential impression of how peers and team members experienced working with and for them
- The aggregate report identified common themes and provided actionable insights on areas of strength and further leadership development areas for the participant group as a whole
- Each participant had a 1-on-1 debrief session with a professional Teal coach on their individual results, and areas of professional development and strength
- The delivery of the program led to improved self-awareness and enhanced leadership capabilities for our client and provided an opportunity for positive change to improve team dynamics and people relationships

