

Case Study: 360 Assessment for Talent Review at a utility company in Sharjah

Utilizing 360-Degree Assessment for Talent Review

360-degree assessment is a comprehensive talent management tool that provides a holistic view of an individual's competencies, role fit, and developmental needs. It involves gathering feedback from various stakeholders, including peers, managers, direct reports, and even external partners, to assess an individual's performance from multiple perspectives.



How have we helped?

MENTOR played a pivotal role in supporting the utility company throughout the assessment process. Collaborating closely with the client's HR team, MENTOR designed a comprehensive assessment framework aligned with the organization's competency model and strategic objectives, incorporating specific competencies and behavioral indicators tailored to various job roles. Implementing a structured data collection process, MENTOR utilized its digital 360 tool to gather feedback from multiple sources, ensuring anonymity and confidentiality to facilitate honest responses. Subsequently, MENTOR analyzed the collected data to identify key themes and patterns, generating individual feedback reports for each employee to highlight strengths, areas for improvement, and developmental recommendations.

How We Implemented the 360-Degrees Assessment:

I. Designing the Assessment Framework:

- MENTOR collaborated with the client's HR team to design a comprehensive assessment framework based on the organization's competency model and strategic objectives.
- The framework included specific competencies and behavioral indicators relevant to the client's various job roles.

II. Data Collection:

- MENTOR implemented a structured data collection process, gathering feedback from multiple sources, including supervisors, peers, and subordinates.
- Feedback was collected through MENTOR digital 360 tool, ensuring anonymity and confidentiality to encourage honest and constructive feedback.

III. Analysis and Reporting:

- The collected data were analyzed to identify common themes, patterns, and areas of consensus and discrepancy.
- MENTOR generated individual feedback reports for each employee, highlighting strengths, areas for improvement, and developmental recommendations.
- Additionally, aggregate reports were generated to provide insights into overall organizational strengths and areas needing attention.

IV. Feedback and Development Planning:

- MENTOR facilitated feedback sessions with employees to discuss their assessment results, clarify feedback, and set development goals.
- Individualized development plans were created based on the assessment findings, aligning with the client's strategic priorities and employees' career aspirations.
- Continuous monitoring and support mechanisms were established to track progress and provide ongoing guidance and resources for development.



Business Impact

- The implementation of 360-degree assessment has enabled our client to gain a deeper understanding of employees' capabilities and development needs.
- Employees have benefited from personalized feedback and development plans, leading to enhanced performance, increased engagement, and career progression opportunities.
- The client's leadership team has gained valuable insights into organizational talent strengths and gaps, facilitating informed decision-making regarding talent management strategies and resource allocation.