



Completely flexible, multi-lingual, fully mobile, 360 degree feedback

GREENBANK PRISM™ is the ultimate 360 degree ‘engine’, designed to provide participants with an attractive, graphically interesting, easy-to-read report that they can immediately use to drive their development plans.

Whether you are an in-house HR/ L&D department or a training consultancy, we can provide you with the ability to offer your clients a professional, completely flexible, no-hassle service – and at a very competitive price.

We also understand that in a world where business is increasingly mobile and global that people quite reasonably expect no barriers to giving feedback – so we have made PRISM *multi-lingual* and *fully mobile* - it has been designed from the start with smartphones and tablets in mind.

Why switch to PRISM?

You may already be using a 360° feedback tool, so why would you switch?

Participant Benefits

- Simple colourful graphical displays allows reports to be easily understood and turned into development plans
- Allows comparison with your colleagues for benchmarking purposes
- Trends and themes are easy to spot – e.g. where does your manager score you higher than your direct reports?
- Summary pages of your top + bottom 5 questions help you focus on key areas
- PRISM actively encourages valuable ‘text comments’ feedback as well as numeric ratings

2-3: Is skilled at winning people over

	1	2	3	4	5	Score	N	Proj. Avg
Average			2	6	1	3.89	9	3.82
Self						4.00	1	3.50
Peer						3.75	4	3.60
Manager						4.00	1	4.00
Report						4.00	4	4.00

2-4: Acts as a spokesperson for others

	1	2	3	4	5	Score	N	Proj. Avg
Average			2	5	2	4.00	9	3.64
Self						4.00	1	3.00
Peer						3.75	4	3.40
Manager						3.00	1	3.00
Report						4.50	4	4.00

Company Benefits

- Complete flexibility – unlimited feedback-givers, categories and questions
- You can use your own competencies or choose from Greenbank’s comprehensive libraries as a starting-point



- Multi-Lingual (including Chinese, Japanese, Arabic from Q2 2013) for use in global programmes
- Fully mobile (smartphone / tablet) encourages feedback from users on the move and ensures quality and quantity of feedback
- User management dashboard allows you to visually track progress - or we can provide you with regular reports
- Secure – Data is fully encrypted and SSL compliant
- Data Security – System is automatically cleansed after 6 months, unless requested e.g. if you want to re-run reports and show comparisons over time
- Fully cloud-based system – suitable for all browsers – so no software needed
- No-hassle service – a simple template allows us to tailor the system for you
- You are in control of the communication with participants and feedback-givers. You can choose to communicate directly or leave it to us in the knowledge that it will be carried out professionally and in line with your ‘house’ style
- High quality PowerPoint slides for you to tailor and use to brief participants and feedback the results in a coaching session or workshop
- Optional reminders to feedback-givers to encourage a high feedback-rate
- Co-branding on reports and input screens allows your Logo to be used and supports *your* programme / branding
- PRISM’s flexibility allows you to offer a wide variety of solutions outside of 360 degree feedback – from market research to staff surveys

Start Date	End Date	Live	Progress	Report
19/10/2012	20/10/2012	Closed	0	Progress Report
15/10/2012	02/11/2012	Closed	75	Progress Report
13/10/2012	13/01/2013	Live	0	Progress Report
30/08/2012	30/11/2012	Closed	30	Progress Report
27/07/2012	30/11/2012	Closed	69	Progress Report
26/06/2012	27/09/2013	Live	77	Progress Report
08/05/2012	24/05/2012	Closed	68	Progress Report
05/04/2012	19/04/2012	Closed	74	Progress Report

Interested in more details or an on-line demonstration?

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Why 360° feedback?

You may have heard the famous quote from author Kenneth Blanchard that *'feedback is the breakfast of champions'*. If we really want to be the best at something in our lives, then we need to keep on learning and growing – and some of the most important and valuable lessons in life come in the form of feedback.

Yet in many organisations people are starved of feedback. Performance appraisals may have become standard business practice, however they often only involve feedback from an employee's line manager therefore missing potential gaps in their performance as well as key areas to develop. And all too often the feedback received is patchy, unspecific and difficult to put into practice.



This is where a 360° survey can be really effective by giving a more comprehensive look at an individual's performance. By taking into account the feedback provided from a full range of colleagues and team members a 360° appraisal can highlight blind spots which may have not been picked up on using a traditional appraisal.

And if customers and other stakeholders are included in the survey their feedback can be invaluable. By receiving feedback from *customers and suppliers* as well as internal colleagues a manager can identify areas to develop in order to maximise their impact, develop better working relationships, improve customer service and business practices.

What clients have said about Prism and Greenbank

"The individual Greenbank Prism 360 degree feedback reports were excellent – comprehensive and easy for people to understand and pick out the key themes for their development". Feedback from participants as well as Henley faculty and our key clients were excellent. PRISM 360 degree was a real highlight and it will now form part of the regular content of our programme as we roll this out worldwide".

Arlette Ghelfi - Henley Business School Faculty, Executive Programmes

"Overwhelmingly, participant feedback from the leadership programme cited the 360 degree feedback as the most useful and powerful element of the programme. I would have no hesitation in recommending Greenbank most highly for leadership development and 360 degree feedback".

Cathy Harris - Head of Talent Management, Working Links

Our Competency Libraries

With over 20 years' experience in designing 360° surveys, we know just how difficult and time-consuming it can be to create the right set of questions, so we are delighted to make available, via Prism, a series of proven questions, organised into a series of 'success drivers' (competency headings). You can use them as they are, or be inspired and have them as a starting point.

We can also provide whole groups of success drivers for specific roles and have 'load and go' surveys available for the following 'roles'



Our list of individual success drivers is growing and currently includes the following (with typically 5-10 proven questions in each set)

Personal Impact	Negotiation	Influencing	Character & Integrity	Strategic Thinking
Delivering Results	Decision Making	Performance Management	Leading Change & Innovation	Building Relationships
Client Focus	Managing Scope & Expectations	Leading High Performance Teams	Leading Successful Projects	Account Management
Consultative Selling	Planning and Organising	Proposing Solutions	Emotional Intelligence	Self Development
Initiative	Communication	Collaboration & Teamwork	Inspiring and Motivating	Developing Others