



# 360 Diagnostic



## Achieve Measurable Behavior Change

FranklinCovey's 360 Diagnostic measures more than 25 skills to identify skill gaps and kickstart an intentional learning experience. It provides clear data for learners and administrators to identify skill gaps and guide learning experiences to build successful leaders, individual contributors, and cultures that get results.

FranklinCovey engaged a team of PhDs, specializing in assessments and psychometrics, to identify the capabilities, skills, and items for the diagnostic. They did this through extensive desk research, competency and skill map evaluation, and consultation with industry-leading practitioners. Their focus for the 360 was to develop measures based on behaviors that are readily observable to other raters.

The result is a 360 that all respondents can easily and accurately complete, adding to the 360's reliability and validity. And, because the 360 focuses on observable behaviors, re-taking the 360 serves as an excellent measure of how an individual's behavior has changed over time.

## Learner Experience

### Request Feedback

Learners complete a self-diagnostic and request feedback from five or more managers, peers, direct reports, and cross-functional partners. The collection process is easy—learners add respondents' contact information and hit submit. Emails requesting peer feedback are then automatically sent and learners will be notified when their results are ready.

**Request 360 Feedback**

Choose 5 to 10 people (reports, manager, peer) to answer questions about your professional personality and current leadership skill set.

We will email these people to submit anonymously. [Here is some guidance](#) about who to ask, what we say, how you can give them a heads up and more.

First Name	Last Name	Email	Relationship
Marta	Reichel	marta@company.com	Select Relationship
Rita	Belly	ritab@company.com	Select Relationship
Sawash	Kihn	sawash@company.com	Select Relationship
Ellson	Abenmatty	ellson@company.com	Select Relationship
Elley	Heathcote	elley@company.com	Select Relationship

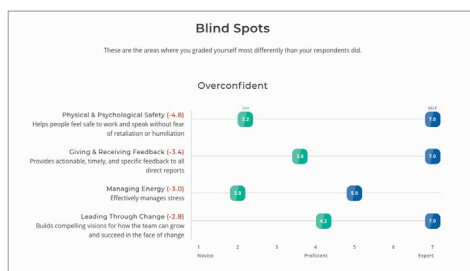
### Receive Results

Learners receive detailed feedback in the following areas:



### Capabilities & Skills

Rankings within six capabilities and 25+ skills.



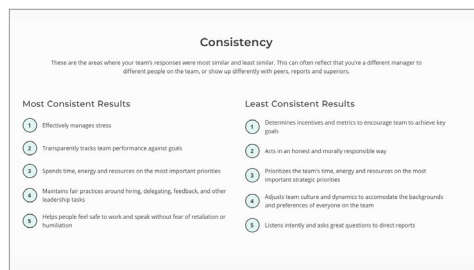
### Blind Spots

Areas where self-assessment was graded most differently than from respondents.



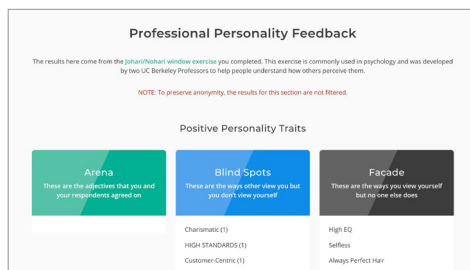
### Global Comparison

Comparison against all participants who have received 360 feedback.



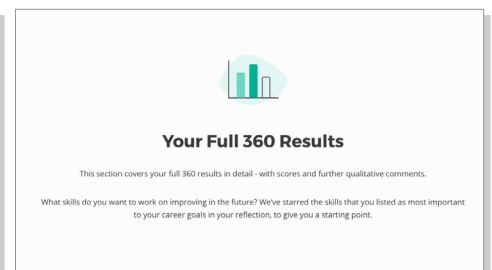
### Consistency

Areas where responses were most similar and least similar.



### Personality

How others perceive the learner.



### Full 360 Results

View full 360 results with scores and qualitative comments.

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## Reflect on Results

### Self-Directed Review:

Learners will be prompted to complete a self-directed review on the FranklinCovey Impact Platform that encourages them to reflect on their results. This 15-minute review is optional for learners who have a 360 Coaching session.

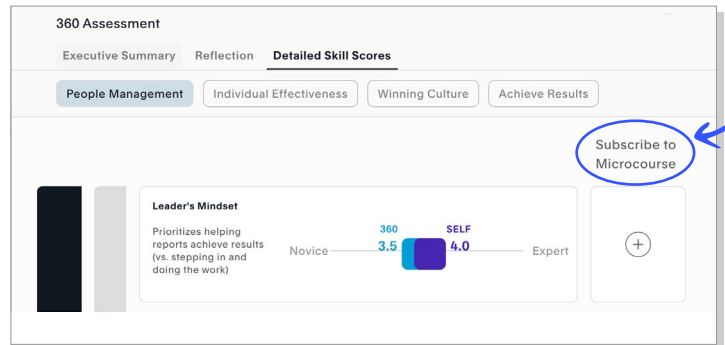
### Select Skills

OnDemand Microcourses are skill-specific learning resources that help learners adopt new, effective mindsets and behaviors by investing only a few minutes per week. Microcourses are self-paced and consist of brief videos, articles, tools, and application challenges pushed out over a three-week period, so learners can increase their capabilities over time for lasting impact.

Learners can subscribe to Microcourses from their 360 Diagnostic results by clicking Subscribe to Microcourse next to the desired skill.

### 360 Coaching Session:

Accelerate performance by partnering learners with a FranklinCovey Coach. Coaches are an optional service that allows learners to dive deeper into their results with an expert. During their time together, learners identify key skills that target growth and personalize learning.



### Updated Results (Available for Facilitated Impact Journeys)

Optionally, once a Facilitated Impact Journey is complete, learners and their peers can take an updated 360 Diagnostic to evaluate the key skills directly targeted during their learning sessions. Learners will receive updated results showing progression on their performance to guide future learning experiences.

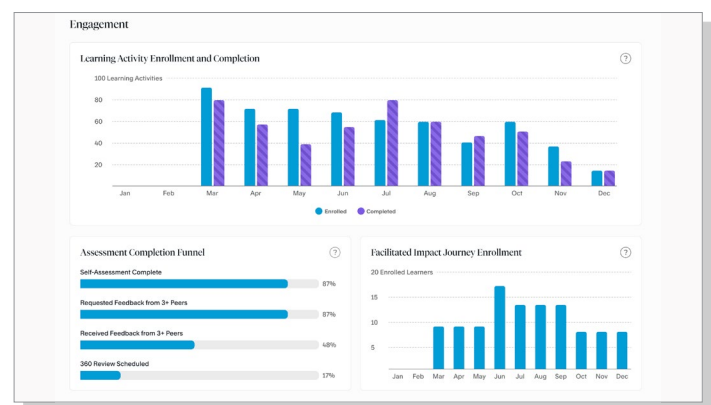
## Administrator Experience

### Aggregate Results

While learners will receive detailed 360 Diagnostic results, administrators will have access to aggregate information about learners' 360 Diagnostic results. Your Implementation Strategist will share additional insights during quarterly and annual business reviews.

### Reporting Dashboard

The Admin Platform provides insights on key metrics throughout your organization in one simple, intuitive Reporting Dashboard. The Reporting Dashboard shows team performance by categories including engagement, enjoyment, efficacy, and learning opportunities. This visibility shows ROI and actionable data for strategic learning and development decisions.



### Assigning Courses

Administrators can easily search and assign learning experiences via the Admin Platform. This ensures that learners are upskilling in areas critical to the individual, team, or organization.

