360-Degree Feedback Systems Training Course

Professional Development Training Course Outline

Category	Human Resource Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

360-Degree Feedback Systems are a powerful performance management and leadership development tool designed to deliver holistic, data-driven insights from multiple stakeholders including managers, peers, direct reports, and customers. In today's era of digital transformation, people analytics, agile leadership, and continuous performance management, organizations rely on multi-source feedback to build high-performance cultures and strengthen emotional intelligence. 360-Degree Feedback Systems Training Course provides a comprehensive framework for implementing, managing, and optimizing 360-degree feedback systems using HR technology platforms, competency frameworks, behavioral analytics, and real-time feedback tools.

This training equips HR leaders, managers, and organizational development professionals with the knowledge and practical skills required to design and deploy effective 360-degree feedback programs aligned with talent management strategy, employee engagement, succession planning, leadership pipeline development, and performance optimization. Participants will explore global best practices, AI-driven feedback analytics, bias mitigation strategies, and ROI measurement models to ensure measurable impact and sustainable organizational growth.

Programme Curriculum

360-Degree Feedback Systems Training Course

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Course Duration

5 days

Course Objectives

1. Understand the strategic importance of 360-degree feedback in modern performance management systems.
2. Design competency-based feedback frameworks aligned with leadership development models.
3. Integrate AI-powered HR analytics into feedback interpretation and reporting.
4. Develop bias-free, inclusive, and psychologically safe feedback mechanisms.
5. Align 360-degree systems with OKRs, KPIs, and business performance metrics.
6. Enhance emotional intelligence and behavioral competencies through structured feedback.
7. Leverage cloud-based HR software and digital survey platforms effectively.
8. Implement real-time and continuous feedback models in agile organizations.
9. Strengthen employee engagement through transparent communication strategies.
10. Manage resistance and change using change management frameworks.
11. Ensure confidentiality, ethics, and data privacy compliance
12. Measure ROI using people analytics dashboards and predictive insights.
13. Build sustainable feedback cultures that drive organizational excellence and innovation.

Target Audience

1. HR Directors and HR Business Partners
2. Learning & Development Managers
3. Organizational Development Consultants
4. Talent Management Specialists
5. Leadership Development Coaches
6. Senior Managers and Department Heads
7. Employee Engagement Specialists
8. Corporate Trainers and Performance Consultants

Course Modules

Module 1: Foundations of 360-Degree Feedback

- Evolution of multi-rater feedback systems
- Benefits vs. traditional performance appraisal
- Core components and feedback architecture
- Ethical considerations and confidentiality

- **Case Study:** Implementing 360 feedback in a global IT organization

Module 2: Competency Framework Design

- Leadership competency mapping
- Behavioral indicators and rating scales
- Linking competencies to strategic objectives
- Customization for different organizational levels
- **Case Study:** Competency redesign in a fast-scaling startup

Module 3: Technology & Digital Platforms

- Selecting HR tech and SaaS-based feedback tools
- AI-driven sentiment and behavioral analytics
- Dashboard creation and real-time reporting
- Integration with HRIS and LMS systems
- **Case Study:** Cloud-based 360 rollout in a multinational corporation

Module 4: Bias Mitigation & Psychological Safety

- Identifying unconscious bias in feedback
- Ensuring diversity, equity, and inclusion
- Creating safe feedback environments
- Rater training strategies
- **Case Study:** Overcoming bias challenges in a manufacturing firm

Module 5: Feedback Delivery & Coaching Conversations

- Conducting developmental feedback sessions
- Coaching models
- Handling difficult conversations
- Building action plans and IDPs
- **Case Study:** Leadership transformation through executive coaching

Module 6: Change Management & Communication

- Stakeholder buy-in strategies
- Communication plans for rollout
- Managing resistance and feedback fatigue
- Culture transformation techniques
- **Case Study:** Driving adoption in a public sector organization

Module 7: Measuring Impact & ROI

- KPI alignment and performance indicators
- Employee engagement metrics
- Predictive analytics and data-driven decisions
- Continuous improvement frameworks
- **Case Study:** Measuring ROI in a financial services firm

Module 8: Sustainability & Continuous Feedback Culture

- Embedding feedback into organizational DNA

- Agile performance management systems
- Linking 360 feedback to succession planning
- Leadership pipeline strengthening
- **Case Study:** Sustaining feedback culture in a healthcare network

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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