LEADERview360°

Hays Accountancy and Finance uses LeaderView360°

BACKGROUND

Hays is a global leader in specialist recruitment, placing professional candidates in permanent, temporary, and interim positions. With 376 offices across 25 countries, Hays is the largest publicly listed recruitment group in the UK and is a FTSE 250 company. Hays shares ideas, knowledge, and experience across businesses and territories to deliver outstanding results, invests heavily in equipping its staff with the specialist skills necessary to perform to the highest standards, whilst developing their careers.

Hays Accountancy and Finance division is the most established and high profile of all their brands. As part of their on-going performance management process, Hays engages in continuous 360° feedback appraisals at top tier management level.

TOOL AND APPROACH

Hays Accountancy and Finance administered ConsultingTools' LeaderView360° to its middle to senior level managers. Part of ConsultingTools' suite of off-the-shelf 360° feedback tools, LeaderView360°, assesses 35 critical leadership behaviours in seven core competencies required for effective leadership in today's organisations. These are:

- Planning
- Problem solving
- Controlling
- Self management
- Relationship management
- Leading
- Communicating

LeaderView360° is ideal for leadership development training programs, and for supporting the developmental planning of corporate performance evaluation systems.

Hays Accountancy and Finance undertakes annual appraisals with the view to improve the wider development perspective of the business, operations, and management.

ConsultingTools' LeaderView360° was used as part of a continuous performance appraisal cycle to identify areas for improvement at the middle and senior management levels. Although the people at these levels in the organisation already perform to high standards, reviewing their performance is essential since important decisions rely on these individuals.

Questionnaire invitations were sent to the appraisees and their nominated raters by email. Each appraisee had a number of raters who had been nominated in 3 different categories namely, 'Manager', 'Colleagues' and 'Direct Reports'. ConsultingTools managed the project and provided any technical support required with the 360° system from start to finish. Once the questionnaires had been completed, the appraisees' individual reports were generated.

Based on the LeaderView360° reports, review meetings were held to discuss any areas for development required to move forward. Moreover, the multi-purpose aspect of LeaderView360° provided a 50/50 balance between performance and development, hence proving a clear stamp in the appraisees' careers.

OUTCOME

To date, Hays Accountancy and Finance is still using LeaderView360° as part of its continuous performance review cycle at senior management level. In the words of Kevin Gaugler, HR Manager at Hays:

'This is a robust, insightful product that is highly appropriate to the performance management needs of our business. Furthermore, ConsultingTools has been both accommodating and supportive to every demand we have made; their client support service adds further value to the product.'