



# SHL 360

## Participant User Guide

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# Introduction

SHL's 360 platform is a powerful tool for collecting information from you and your manager, colleagues and other work contacts that allows you to get useful feedback on how you are performing at work. It also allows you to take part in reviews for colleagues, managers, and contacts in the knowledge that your feedback will not be identifiable.

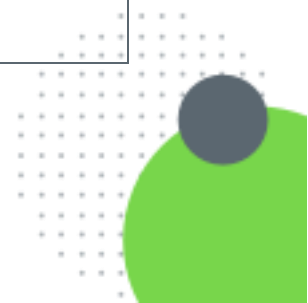
This participant guide has been put together to help you take part in reviews, both your own and those of your work contacts.

## Participant types

There are five types of participants in a 360 review:



Participant Type	Description
Focus	The individual who is being rated.  Focus also completes the questionnaire, so that their feedback reports show how well their own view of their working style corresponds to how others see them.
Manager	The person to whom the focus reports.  Although individuals usually have only one manager, there may be times when an individual reports to more than one manager. SHL 360 allows more than one manager to give feedback.



Direct Reports	<p>People who report to the focus.</p> <p>Not all focuses have direct reports, but SHL 360 can still be used effectively whether the focus has direct reports or not.</p>
Colleagues	<p>People who work with you.</p> <p>Colleagues are usually, but not always, at the same organizational level as the focus.</p>
Others	<p>People who may have an insight into the working style of the focus but who don't fit into any of the other groups.</p> <p>Others do not have to be part of the same organization, and in some circumstances, it may be appropriate to invite customers or suppliers to give feedback on an individual.</p>

## Logging in

### First Time User Login

To log into SHL 360 for the first time, click on the link you received in the email, or open your browser and enter the URL from the email in the address bar. You will be taken to this page where you need to set up a password and select preferred language.



Enter your password, confirm it, select the appropriate language from the dropdown and click on **'Confirm Password & Sign In'**.

## Repeat User Login

To log into SHL 360, click on the link in the email you received, or open your browser and enter the URL from the email in the address bar. You will be taken to this page where you need add your username and password. After entering them, click on 'Sign In' button.

3. Whenever you log in, the **Data protection notice** screen appears. Read the data protection notice.



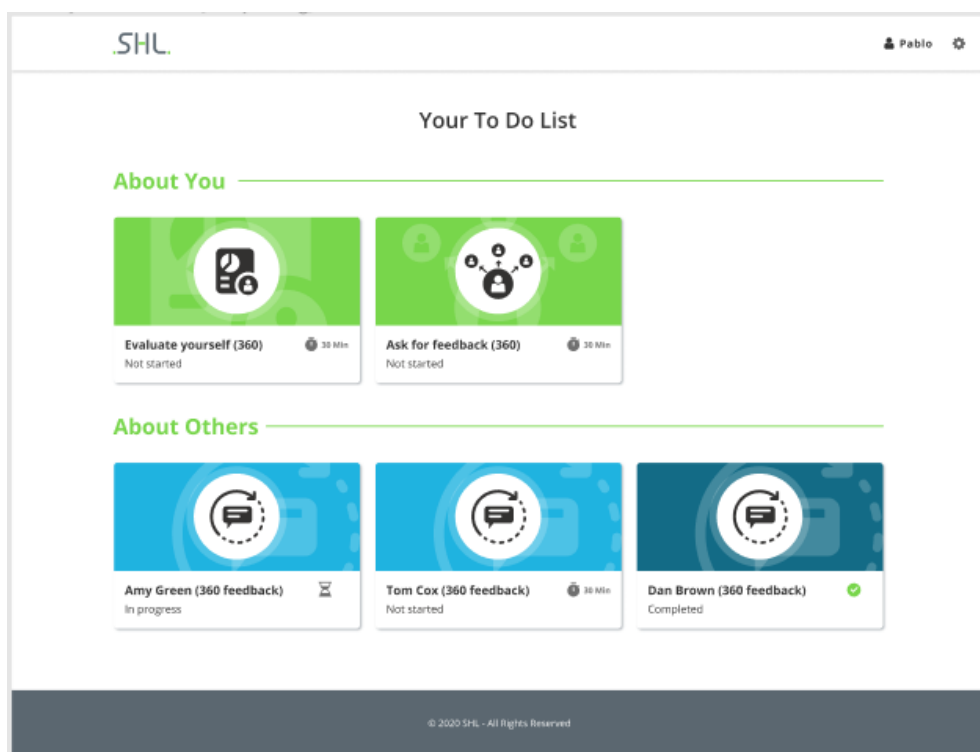
The screenshot shows a web interface for a 'Data Protection Notice'. At the top left is the SHL logo, and at the top right is a user profile icon labeled 'Pablo' with a settings gear. The main content area is a white box with a green border. It contains the following text: 'Data Protection Notice', 'Introduction to the Data Protection', 'Please read this Data Protection Notice ("Notice") to continue. It sets out how and why SHL collect your personal information.', 'Please read the entire Notice carefully.', 'If you have questions about this Notice, please contact dpo@shl.com', 'Data Protection Notice', 'This Notice was last updated on 25 March 2020.', and 'CHANGES TO THIS NOTICE: This Notice has been updated to address changes required by the acquisition of Aspiring Minds by SHL.'. Below this text is a green button labeled 'View Full Data Protection Notice'. There are two radio button options: 'I confirm I have read and understood this Notice.' (which is selected) and 'OPTIONAL: I agree that SHL can contact me, including by email, in order to participate in future test trials, surveys and to provide further information relating to the assessment.'. At the bottom of the form is a green 'Next' button. A dark grey footer bar at the very bottom contains the text '© 2020 SHL - All Rights Reserved'.

4. Select the options at the bottom of the notice to accept the terms of the agreement and click Next to proceed.

*Note: If you do not accept the terms of the data protection notice, you cannot proceed to the tasks assigned to you.*

5. When you click Next, the following screen appears, showing what tasks have been assigned to you. The tasks shown on the screen may differ, depending on what tasks have been assigned.





- If you are the focus of a 360° review, any tasks associated with your own review are shown in the first section under the heading **About You**.
- If you are taking part in 360° reviews for other people, any tasks associated with those reviews are shown in the second section under the heading **About Others**.

*Note: Your organization may label these two sections differently, but the tasks associated with each section would remain the same.*

6. Click on any task tile, to proceed to the task.

*Note: You can also see the status for different tasks in the task tiles below the heading of each task.*

When you proceed to a task, further instructions are given explaining how to complete it.

## Defining a list of raters

Depending on how the 360° review project has been set up, you may be required to define the list of people who will be giving feedback for your 360° review. If that is the case, ask for feedback (360) appears on your task list.

## To define a list of raters

1. From the task list, click on Ask for feedback (360). The following page appears, explaining how many input providers, or raters, you need to add and what your work relationship to the raters should be.

**Ask for feedback**

Total added (0)  
Overall: 4 Min, 20 Max

Managers (0)	1 Min, 2 Ideal	ADD
Direct Reports (0)	1 Min, 2 Ideal	ADD
Others (0)	1 Min, 2 Ideal	ADD
Colleagues (0)	1 Min, 2 Ideal	ADD

BACK      DONE

Note: You can define an overall minimum and maximum of raters. Participants must satisfy both the minimums – the overall minimum and the categorical minimum to successfully submit the list of raters.

2. Click **ADD** for any category where you want to add a rater. You will be presented with a screen where you can search for raters and add from the search results.

2.1 To search for a rater, enter First Name and Last Name of the person you want to add as a rater as shown below.

**Search feedback providers**

First Name  
Enter first name

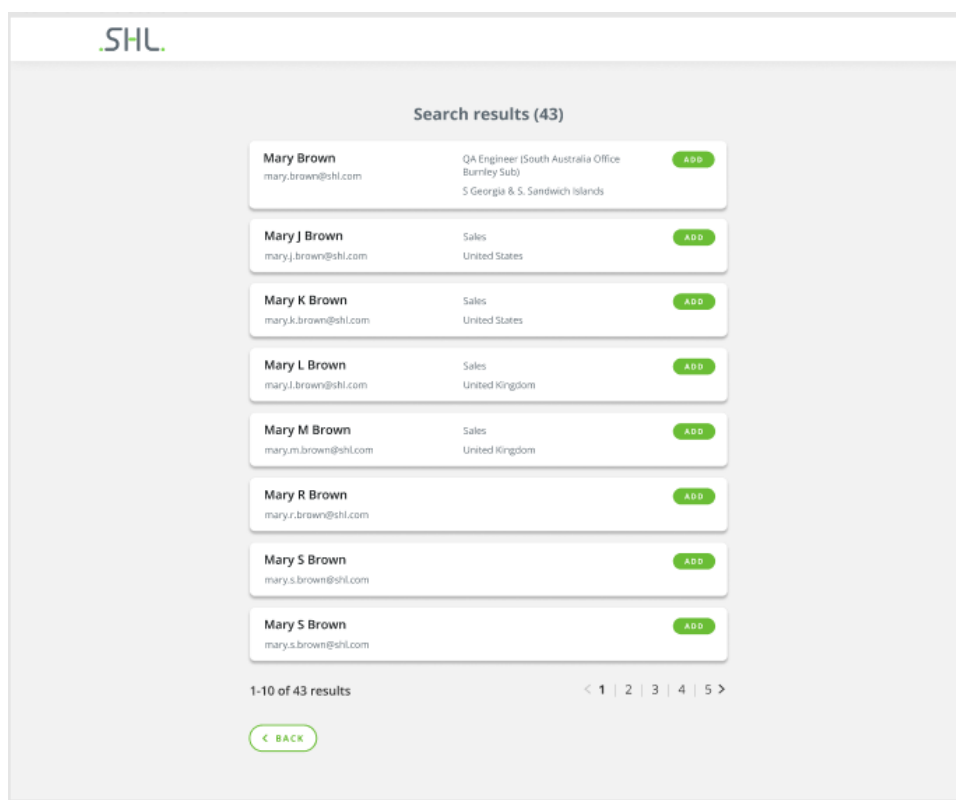
Last Name  
Enter last name

BACK      SEARCH

[Add new feedback provider](#)

After adding details and clicking on search button you will be presented with the search results:





When you click ADD, the selected rater will get added to the respective rater category.

*Note: you cannot add the same rater to more than 1 category.*

2.2 If you can't find the person in search results, select 'Add New Feedback Providers' hyperlink present on Search feedback providers page to add a new rater. You will be presented with a screen where you have to enter First Name, Last Name, Email and select an appropriate language from the dropdown.

*Note: adding a new rater may or may not be enabled for your account based on business needs.*



**Δ Tip – be very precise when entering email addresses.**

As SHL 360 contacts raters by email it is important to enter email addresses correctly, so that raters can be notified of the task.

When you click ADD, you are taken back to rater nomination landing page and with the raters getting added in the respective categories.

3. Repeat step 2 until you have added all your required raters.

If you wish to remove raters from your list, click on **Remove** option present to the right of that nominated rater.

The raters that are added are autosaved. If you have added some raters but have not completed your list, you can click on Back button and return to the homepage. The task is logged as **in progress**, which means that you can complete the list later.

If you have completed the list of raters and do not need to amend the list further, click on Done button. The homepage appears and the Ask for feedback (360) task is marked Completed, which means that the list is submitted to the project administrator and you can no longer add or remove raters.

Different statuses for rater nomination task and their corresponding meaning:

- **Not Started** - The task is not yet started by the participant. So, its status is set to 'Not Started'.
- **In Progress** - As soon as the participant launches the rater nomination, the status changes to 'In Progress' and it remains the same until the user hits 'Done'.
- **Completed** - When the participant clicks on 'Done', rater nomination task status is set to 'Completed'.

**Δ Tip – only click Done when you are satisfied with the list.**

If you want to review your list before submitting it as final, click on Back button and return to homepage.

## Taking a 360 questionnaire

SHL 360 allows you to complete 360 questionnaires in several sessions if you need to or complete it in one sitting.

1. From the task tiles, click the name of the task, either [focus name] (360 feedback), or Evaluate Yourself (360). The first instruction screen appears, explaining what you are required to do.
2. Read the tips, then click NEXT to move to the section introduction screen. If you click NEXT, the first set of questions appears. Here is an example:



SHL

How do you measure on this behaviour?

Expresses confidence in own ability to select the appropriate course of action

1 2 3 4 5

Not at all well Extremely well

← BACK

28 / 50 VIEW ALL

Definitions

- 1 Not at all well
- 2 Not very well
- 3 Moderately well
- 4 Very well
- 5 Extremely well

## Different types of questions

### Behavior Rating:

You will be presented with an introduction screen for this section before you start answering the questions. Behavior rating supports auto progression, the next question will appear automatically after adding an answer to the behavior rating question. You can view the previous question, by clicking on the 'Back' button.

*Note: In case you are not sure about the rating scale definitions, you can check it by clicking on  icon.*

### Importance Rating:

After you have answered the questions for behavior rating, next you will see an introduction screen for Importance Rating section. Importance rating also supports auto progression; the next question will appear automatically after adding answer to importance rating question. You can view the previous question, by clicking on 'Back' button.

### Multiple Choice Questions (optional):

This is an optional section. Once you've attempted the Importance Rating Questionnaire, you will see the introduction screen for this section followed by the multiple-choice questions.

### Open Question (optional):

This category of questions consists of a single question followed by a comment box where the user can input their comments. The word limit for this is 3000 characters. Note that this field should not be left empty. Add at least one character to proceed.

Different statuses for 360 questionnaire and their corresponding meaning:

- **Not Started** - The task is not yet started by the participant. So, its status is set to 'Not Started'.
- **In Progress** - As soon as the participant launches the questionnaire, the status changes to 'In Progress' and it remains the same until the user hits 'Submit'.
- **Completed** - When the participant selects 'Submit', questionnaire task status is set to 'Completed'.

## Other Options

### View all

User can click on 'View all' to check all the recorded responses. View all page shows all the questions whether answered or not. It will allow entering a response to any new question.

- There will be a back button on view all page which will take the participant back to the first unanswered question (in case you did not answer any question).
- The next button will take you to the Thank You page.
- In case you have added responses to all the questions on the View all page itself, then the 'Back' button and 'Next' button will take the participant to the Thank you page.

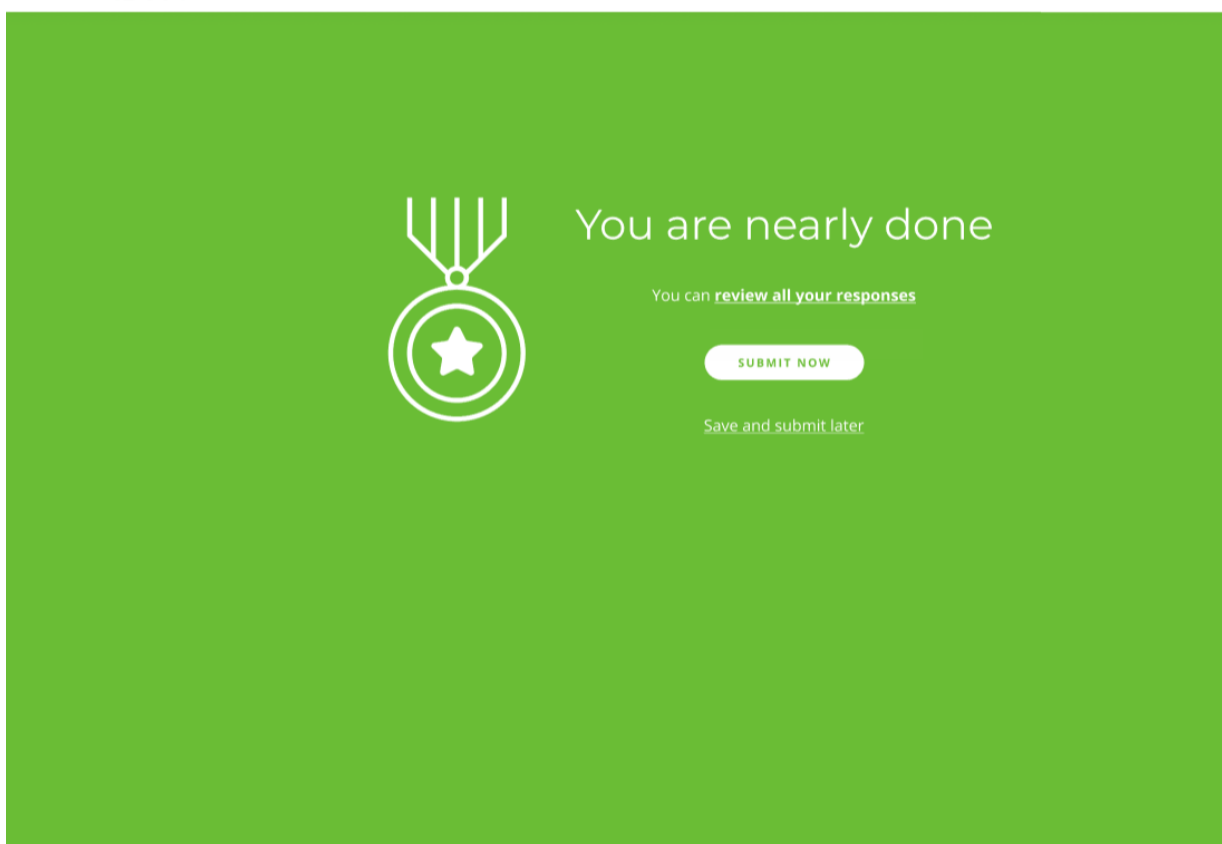
### Exit

To interrupt a 360 questionnaire and save your responses up to that point, click **Exit**. Exiting the 360 questionnaire saves all responses given. You can resume from where you left off when you start the questionnaire again.

## Completing a 360 questionnaire

When you have responded to all the questions, the following screen appears:





#### ▪ **Saving Progress –**

To return to your tasks list, click **Save and submit later**. The task is shown on the task list as 'In Progress'. You can review and amend your responses at any time by clicking on the task in your tasks list.

#### **Submitting Your Responses –**

When you click on **SUBMIT NOW** option on the thank you page, that task gets submitted and is set to 'completed' status. Users cannot view/update the responses anymore.

#### **Reviewing and Submitting Your Responses –**


You may wish to review your responses before submitting. You can click on **review all your responses** to navigate to the view all screen. Here you can easily review the responses and can update any if you wish to. There is a back button on view all page which will take you back to the thank you page.

#### **Points to remember -**

- Work through all the tasks assigned, considering any deadlines in the emails you received.
- If you do not complete tasks as they are required, you may receive further emails reminding you to complete tasks.

- Try to complete tasks within the timescales given, to ensure that your own 360° review and those of others can be completed in a timely manner.

## Accessibility

 icon can help you change the accessibility of the 360 questionnaire screens. You can select any one of the four options – Default, Black/White, Blue/Yellow, Off-white/Black.

Keyboard Accessibility – ‘Tab’ button will help to access all the action items and the content/text of the page. When you click on ‘Tab’, it will read the content for that particular action item and if it’s a clickable action then user will press ‘Space key’ to perform the action for that clickable action. After this is done, click on ‘Tab’ button to move to the next action item.

Screen Reader Accessibility – Using the upward and downward key of keyboard user can navigate the content of the page. While user is using the keys to navigate, the screen reader helps in reading the content of the page. Also, Space key is used to perform clickable actions.

Data Protection Notice – This will be present in the footer of the homepage so that the participant can check the data related policies anytime even after accepting the DPN when they have logged in successfully.

