

Description

There is a growing awareness of the importance of fostering quality improvements in performance at the workplace. One of the more popular methods for generating inputs for improvements is the Multi-Source Feedback.

The goal of using Multi-Source Feedback will be to elicit feedback that is useful to the participants in increasing self-awareness. The process will include soliciting self-assessments, as well as surveying the individuals' supervisors, peers, and subordinates along dimensions of performance.

Duration

0.5 day

Programme Content

This programme comprises the following topics:

1. What is Multi-Source or 360-Degree Feedback;
2. Developing patient-based surveys for projects; and
3. Steps in constructing questionnaires.

Target Audience

Education Program Directors, Clinical and Non-Clinical HODs, and Administrators

Learning Outcomes

At the end of the programme, participants will be able to:

1. Develop the purpose for using Multi-Source Feedback (MSF) in your setting;
2. Identify and decide on the competencies to evaluate;
3. Develop questions that address these competencies; and
4. Develop the scoring for MSF.

Methodology

This programme is designed to be an interactive learning experience for participants. Methodologies used will include:

1. Facilitated small group learning;
2. Group presentations; and
3. Interactive exercises, e.g. discussions in small and large groups.

Implementing Multi-Source Feedback

Training Capacity

30 participants per run

About the Organiser

Officially established on 19 July 2002, the National Healthcare Group (NHG) College plays an instrumental role in facilitating the continuous learning and development of our workforce, as well as, promoting systems improvement and driving leadership development in NHG. NHG College collaborates with renowned institutions and industry partners to build the pipeline and collective capacities of our leaders, educators, healthcare professionals and staff to support NHG in serving and managing the health of our patients and the population.