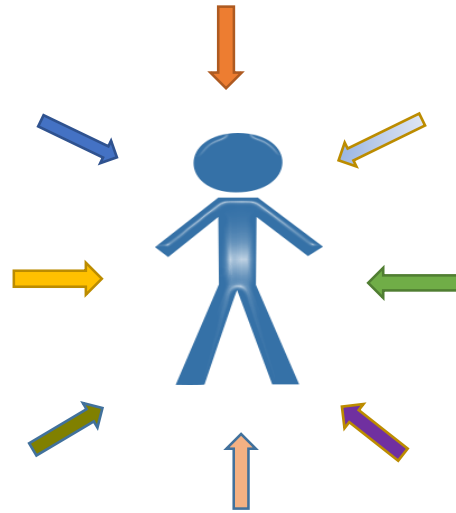


### 3. Ensuring that feedback is robust

#### Multisource Feedback

Multisource feedback (or 360 degree feedback) involves anonymous and confidential assessment of a person's performance by a range of colleagues, medical, nursing, administrative staff (and sometimes patients) for analysis and review. The purpose of multisource feedback is to use information gained from a range of people that come into contact with the person in his/her job, to provide a fuller picture of that person's performance at work.

Multisource feedback is an assessment tool that provides individuals with an opportunity to gain insight into how others perceive their work behaviours and to identify their areas of strength as well as personal and professional development needs. The results of multisource feedback are fed back to the learner for the purpose of reflection and continuous improvement.



Advantages of multisource feedback	Disadvantages of multisource feedback
<ul style="list-style-type: none"><li>✓ Ability to assess different professional attributes from several colleagues from different disciplines</li><li>✓ Can be based on collective observations over an extended period of time</li><li>✓ Easy and quick to use</li><li>✓ Does not require large numbers of surveys</li></ul>	<ul style="list-style-type: none"><li>✗ May be confounded by recall and observer bias</li><li>✗ Is open to vindictive ratings</li><li>✗ Ideally requires up to 10 observers</li><li>✗ High levels of variability between assessors may be seen for specific performance attributes</li></ul>

#### Weblinks and references to resources about multisource feedback:

Chowdhury R. & Kalu G (2004)

<http://onlinelibrary.wiley.com/doi/10.1576/toag.6.4.243.27023/pdf>

Peiperl M (2001) *Getting 360<sup>o</sup> Feedback Right*; Harvard Business Review, R0101K, pp3-7

Royal Australasian College of Physicians (RACP)

<https://www.racp.edu.au/docs/default-source/pdfs/meaningful-measurement-of-individual-performance.pdf?sfvrsn=4>