

360 DEGREE FEEDBACK PROGRAM

What judicial participants have said

Judicial officers in Victoria (Supreme, County & Magistrates' Courts) and New South Wales (Supreme Court) have participated in similar programs. The program was first presented by the Judicial College of Victoria. Participants in its programs rated it highly:

“the workshop was thoroughly enjoyable and stimulating...and exhausting...and scary, but I thoroughly recommend it ... if only all judicial officers could share this experience”

The NJCA program was first offered in 2009, Participants in that program found the face to face feedback particularly useful. Comments included

“Some things need to be teased out in discussion; I could have spent longer in face to face feedback.”

“The face to face was very good and I would encourage that to continue rather than just receiving a report.”

Need more information ?

If you need additional information, or would like to discuss the Program with a judicial officer who has undertaken a similar program, please contact the NJCA secretariat (Tel 02 6125 6655, Email ea@njca.anu.edu.au).

Registration

The program is open to all judicial officers in Australia. The registration fee is \$2885. This fee (inclusive of GST) covers fees paid to facilitators and the costs of conducting the communication skills workshop. Participants will need to arrange their own travel to Melbourne for the communication skills workshop on Friday 7 May 2010.

The closing date for registrations is Friday 18 December 2009

Please send your preliminary registration by Phone, Fax, Email or Mail

Phone: 02 6125 6652

Fax: 02 6125 6651

Email: ea@njca.anu.edu.au

Mail: The Director, National Judicial College of Australia PO Box 8102, ANU, Acton ACT 2601

Further detail and an invoice will be sent to you on receipt of your preliminary registration.

Register me for the 360 Degree Feedback Program

Last name: _____

First Name: _____

Title: _____

Court: _____

Telephone: (work): _____

Email: _____

National Judicial College of Australia
(ABN 20 100 577 5441)
www.njca.com.au



NATIONAL
JUDICIAL
COLLEGE
of Australia

360 Degree Feedback Program for the Judiciary

February-May 2010



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Purpose of the program

Judicial officers often find it difficult to obtain honest and genuine feedback. Even if they do, they may benefit from professional advice on how they might respond to that feedback so they improve their skills.

The aim of this program is to provide judicial officers with the opportunity to improve their communication and other skills through a professionally conducted feedback program.

Structure of the Program

The program runs over three months. It has two elements, a 360 degree feedback survey and a communication skills workshop.

360 degree feedback survey

Participants in the Program meet as a group by teleconference with the program facilitator to discuss the nature, type and topics for feedback. The discussion at this meeting is the primary source used to devise the survey questions. However a separate, unique survey is designed for, and approved by, each participant.

Each participant chooses between 12 - 15 'raters'. These are people who are in a position to have observed the participant's communication and other skills in a work context (in or outside court, interacting with judicial colleagues, the legal profession, court staff, or people with whom they have served on boards, committees etc).

The NJCA secretariat contacts the raters nominated by the participant. The NJCA secretariat briefs each rater about the program and seeks the rater's agreement to be involved.

A link to the password protected electronic survey on a secure website is emailed to each rater by the program facilitator. The survey cannot be printed or forwarded on to others. Each rater then completes the survey electronically. It is emphasised that the feedback to the participant is anonymous - the rater and his/her answers cannot be identified in any way.

The program facilitator uses the survey results to prepare a confidential report for each participant. All data obtained in the survey is deleted once the participant's confidential report has been generated.

The program facilitator meets with the participant to provide the confidential report and a one-on-one debrief explaining the meaning of the results, highlighting the strengths identified in the surveys and noting any areas for improvement. The report will provide the judicial officer with insights into how he or she is perceived, what his or her strengths and weaknesses might be and provides opportunities for self reflection. For instance the feedback may deal with whether he or she:

- communicates in work-related environments in language all those involved can understand
- asks clear, concise and relevant questions that are understood by those to whom they are addressed
- uses appropriate body language
- handles difficult dynamics
- conducts him/herself in a manner that establishes and maintains the independence and authority of the court
- gives oral reasons/decisions in language so that those involved can understand the reasons/decisions

A communication skills workshop

Armed with the feedback from their confidential reports, the participants come together for a one-day communications skills workshop to learn and practise new techniques to enhance their skills. Actors will role-play court-room scenarios devised by the participants and these are videoed and constructively critiqued by the workshop facilitators. Participants work on techniques or issues raised in the 360 feedback process. Participants are also given individual coaching on "active listening" and dealing with difficult dynamics in the courtroom.

The workshop is scheduled for Friday 1 May 2009 in Melbourne.

Confidentiality

The program has been designed to provide maximum confidentiality. Raters provide information only to the program facilitator. The program facilitator discloses the information only to the participant and only in a form which prevents the raters being identified. The participant has the only copy of the confidential report. All data obtained in the survey is deleted.

Program facilitator



The program facilitator will be Ms Maryanne Mooney (BA, MA Psychology, Dip Ed). Maryanne is a qualified psychologist whose experience is in coaching, change facilitation, strategic planning, performance management and leadership development. Maryanne has designed and implemented feedback projects in more than 300

major public and private organisations. She regularly presents and chairs at conferences for human resource management and leadership development. Maryanne is the Director of Full Circle Feedback (www.fullcirclefeedback.com)

Communication skills workshop facilitators

The workshop facilitators will be provided by Maura Fay Workshops (www.maurafay.com.au). MFW uses a combination of professional actors and experienced trainers to create an innovative and practical learning environment where participants rehearse for reality. Professional actors work alongside formally accredited trainers in each workshop. The use of actors throughout the workshops enables participants to receive individual performance coaching and to "rehearse" the specific skills learnt, turning theory into practice.