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COURSE BROCHURE

# 360-Degree Feedback and Situational Leadership Training Course

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# 360-Degree Feedback and Situational Leadership Training Course

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360-Degree Feedback and Situational Leadership is a 1-week training course for managers and team leaders who sit between strategy and frontline delivery, and it produces a Leadership Effectiveness Scorecard of measurable behaviours. Middle managers carry most of the weight of change, yet few receive multi-rater evidence on how their leadership lands or a model for adapting it. Jupiter Prime Training offers this course to managers who want that evidence and a disciplined way to act on it.

## Why 360-Degree Feedback and Situational Leadership Matters Now

Leaner structures have widened spans of control, while hybrid teams judge their managers more on clarity and fairness than on visibility. An organisation whose managers know their real impact retains talent and executes faster; one that relies on self-perception tolerates blind spots that quietly drain performance. The course rests on 360-degree feedback, Situational Leadership, the Johari Window for blind-spot reflection and the Stop-Start-Continue method for behaviour change.

## Who Gains Most from 360-Degree Feedback and Situational Leadership

- Managers of managers who translate senior direction into team commitments
- Team leaders whose engagement or retention indicators are slipping
- Department heads preparing to receive multi-rater feedback for the first time
- Operations managers balancing output pressure with people development
- Functional leads moving into broader cross-unit responsibility

A leadership tier going through a restructure gains most when several of its managers attend and calibrate their feedback findings side by side.

## 360-Degree Feedback and Situational Leadership Capabilities

Participants turn feedback evidence into a short list of observable behaviours they can track and others can notice.

- Assess personal leadership impact using multi-rater and self-rating gaps — the line manager agreeing development focus
- Apply Situational Leadership to match direction and support to each report — individual performance conversations
- Weigh energy, time and attention against leadership priorities — the team waiting on decisions
- Design measurable behaviour goals with Stop-Start-Continue — peers and reports who will notice change
- Communicate feedback findings and commitments openly — trust across the team
- Build a review rhythm that tests progress against evidence — the sponsor funding development

## Key 360-Degree Feedback and Situational Leadership Terms

- 360-degree feedback — Anonymous ratings of a manager's behaviour from the line manager, peers and direct reports, compared with a self-rating.
- Blind spot — A behaviour others notice consistently that the manager does not see in themselves.
- Situational Leadership — A model matching directive and supportive behaviour to a team member's competence and commitment on a given task.
- Leadership shadow — The signals a manager sends through what they pay attention to, reward and tolerate.
- Energy leverage — Placing high-value leadership tasks in the hours when personal focus and energy are strongest.
- Behavioural indicator — An observable action showing whether a leadership goal is being practised, such as weekly one-to-ones held.

## 360-Degree Feedback and Situational Leadership Day by Day

### Day 1: The Middle Manager's Leadership Context

- Role Expectations Map — What Seniors, Peers And Reports Need
- Leadership Shadow Audit — Signals Sent Through Attention And Reward
- Engagement And Retention Indicators — Reading Team Health Signals
- Personal Leadership Values Statement — Anchoring Choices Under Pressure
- Self-Rating Baseline — Preparing To Compare With Others' Views

### Day 2: Feedback as Evidence

- 360-Degree Feedback Report Reading — Separating Patterns From Outliers
- Johari Window Reflection — Surfacing Blind Spots And Hidden Strengths
- Self-Other Rating Gaps — Choosing Which Gaps Matter Most
- Feedback Debrief Conversations — Asking Raters For Concrete Examples
- Emotional Reactions To Feedback — Moving From Defence To Curiosity

### Day 3: Styles and Situational Choices

- Situational Leadership Model — Matching Direction And Support To Readiness
- Development Level Diagnosis — Assessing Competence And Commitment Per Task
- Style Flexibility Practice — Shifting Between Directing, Coaching And Delegating
- Case Studies From Healthcare And Manufacturing — Comparing Style Choices
- Over-Reliance Patterns — Spotting A Default Style Under Stress

### Day 4: Energy, Time and Leverage

- Leadership Time Analysis — Hours Spent Leading Versus Doing
- Energy Mapping — Scheduling High-Value Conversations For Peak Focus
- One-To-One Rhythm Design — Frequency And Agenda For Each Report
- Meeting Portfolio Review — Cutting Or Redesigning Low-Value Meetings
- Recovery Habits — Sustaining Leadership Quality Over Long Periods

## Day 5: Practising the Leadership Effectiveness Scorecard

- Priority Gap Selection — Applying Feedback Findings From Earlier Sessions
- Stop-Start-Continue Goals — Converting Gaps Into Observable Behaviours
- Style Commitments Per Report — Applying Situational Choices To Real Teams
- Feedback Commitment Rehearsal — Sharing Findings With The Team
- Leadership Effectiveness Scorecard — Indicators, Targets And Review Points

## Applying 360-Degree Feedback and Situational Leadership After the Course

- Share the top two feedback findings with direct reports and ask each for one concrete example of the change they would notice.
- Run a four-week Stop-Start-Continue trial on one behaviour and record the behavioural indicator weekly.

## 360-Degree Feedback and Situational Leadership Questions FAQ

### What is 360-degree feedback and situational leadership, and why does it matter now?

It is the use of multi-rater evidence to see the measured impact of a manager's behaviour and then adapt style to each person. It matters now because wider spans of control and hybrid teams expose gaps quickly, and evidence beats self-perception when deciding what to change.

### Which roles gain most from 360-degree feedback and situational leadership training?

Managers of managers, team leaders with slipping engagement, department heads facing multi-rater feedback and operations managers gain most. All sit in the middle tier, where leadership habits shape how strategy reaches the front line.

### How does 360-degree feedback and situational leadership differ from a leadership communication course?

It works on behaviour evidence from raters and style choices per team member, not on speaking, voice or presentation. A communication course shapes how a manager is heard; this core course shapes how a manager adapts leadership to each person.

### What do you bring back from 360-degree feedback and situational leadership training?

You bring back a scorecard of two or three behaviour goals drawn from feedback, with indicators, targets and review points, plus a one-to-one rhythm and style choices for each direct report.

## 360-Degree Feedback and Situational Leadership: The Way Forward

The Leadership Effectiveness Scorecard first decides which one or two behaviours the manager will change in the next quarter. The manager reviews it with their line manager and shares the commitments with the team. After a first cycle, a short pulse of repeat feedback is worth gathering, since it shows whether the change is visible to others.