



Feedback

How Work is Managed

Outcomes

- An overview of what it means to give feedback.
- An understanding of the 3-step approach to giving feedback.
- A checklist for providing effective feedback and how to solicit feedback.

What is Feedback?

Feedback is an objective message about behaviour or an activity recognising and reinforcing something well done or offering suggestions about doing something better. Feedback can be:

Undertaken:

- Formally i.e. Performance Reviews.
- Informally.
- Electronically.

Asked:

- By managers to their employees.
- By mentors to their mentees.
- By you to your colleagues.

Received:

- From above.
- From customers.
- From colleagues.

Given:

- At any time.
- By anyone.
- In any situation.

There are many reasons why you should actively give and ask for feedback. It can improve employee engagement and retention, can provide guidance and support, build awareness of otherwise unknown issues, develop relationships and build trust, and change behaviour. It can also help to improve work processes and client outcomes. Constant communication and ongoing feedback are critical to well-functioning and high-performing individuals, teams, and organisations.

Giving feedback demonstrates that you care about the individual, performance, standards, your role as an employee and the organisation's success.

Take a Three-Step Approach

A simple 3-step approach to giving feedback can be used both when recognising and reinforcing something done well, and when offering suggestions about how to do something better.

1. Situation

Describe the situation where the observed behaviour occurred. The more specific you are, the better.

2. Behaviour

Describe the behaviour you saw take place. Play it back like a video in your mind.

3. Impact

Describe the impact of the behaviour on you and / or on others. Explain your own experience.

A Checklist for Giving Effective Feedback

- Do it early.
- Keep it constructive.
- Focus on behaviour.
- Be factual and specific.
- Speak to their interests.
- State your intent.
- Document the feedback.

A Checklist for Asking for Feedback

Asking for feedback is even easier. You can ask:

- What went well?
- What should I continue to do?
- What specifically did you see that was effective?
- What could I do differently next time?
- What did not go so well and why?
- What impact did this have on the outcome?