

Feedback Tips

Feedback is just a conversation but it is a conversation that is essential to be had. Managers that create a culture of feedback are setting their teams up to succeed.

So why do only 2% of managers provide ongoing feedback to their employees? Feedback must not just be something that is “done to” an employee at their end of year review.

Here is our **STROPPED** acronym for some reminders around giving feedback. Feedback should be:

- **Specific** – stick to facts and behaviours and be sure it is from YOUR perspective, not others. For example: “I was confused by the behaviour I observed yesterday in the meeting. I noticed ...” rather than, “You behaved very abruptly yesterday in the meeting”
- **Timely** – within the first 24 – 48 hours after the situation. Definitely NOT at the end of the year!
- **Regular** – even every day in an informal way. This means nothing is a surprise during formal review meetings.
- **One to one** – never give feedback in a public setting
- **Prepared** – think about how you are going to give the feedback rather than just speaking it out in the moment.
- **Positive** – developmental feedback should ideally start with a positive statement. And remember, not all feedback should be developmental – it is important to give reinforcing feedback on positive behaviours
- **Explorative** - explore alternatives together – make it a conversation between both of you. Do not just talk AT the other person.
- **Definitive** - decide next steps together to be sure there is understanding and commitment. Be sure to then follow up on those agreed next steps.

Great managers encourage feedback from their employees too. Make it easy and safe for your team members to do this. Ask them to come to each one to one with 2 or 3 examples of what they like about your management style and 2 or 3 things they would prefer you did differently.

We cannot talk about feedback as a standalone topic. Feedback must be given within the process of coaching. A question-led approach when you provide feedback will enable a far more effective conversation that is more likely to be acted upon.

We work with teams and individuals to support them in taking their effectiveness to a higher level. If you would like to find out more, please contact us enquiries@zestfor.com