



Feedback

Increases Results

If you want to watch people grow in their confidence and in their ability to perform, providing feedback is a must. Very often an undeveloped and underutilised skill in leadership, feedback must be provided to correct things when performance from an individual is not as we would want it to be, it is also a powerful way of providing reinforcement of what it is we do want by praising good performance and in having that consistently repeated.

When were you last praised for doing a task well? Recently I hope? When did you last praise someone for doing a task well?

The background is a light teal color with several large, overlapping, organic shapes in a slightly darker shade of teal. These shapes resemble stylized leaves or petals, creating a layered, abstract composition. The shapes are positioned around the central text, with some extending towards the top and bottom edges of the frame.

Feedback IS:

Feelings

The sharpest of instruments can be the human tongue, watch the cutting edge when providing feedback to people.

Empathising

Step into the receiver's world and if we need to provide feedback that is negative consider how the other person may feel and deliver the feedback in the way we would wish it to be delivered to us. Feedback on the observed behaviour or performance and not on the individual in terms of their personality. "You made some errors in the report" as opposed to "You really are sloppy in your work".

Encouraging

Self-appraisal and review enabling individuals to feedback on their own performance. If things are not going so well, by asking good questions we can encourage people to discuss their own shortcomings in their performance making it much easier for the leader to provide the relevant feedback and support.

Describing

Be specific when providing feedback. State things in behavioural terms and not in generalisations. “Well done you did that well”, does not describe behaviour. “Well done you did that well, you met the target and the standards of the contract” ensures a person knows what is needed to be repeated in terms of their performance.

Being Brief

Keep negative albeit constructive feedback brief. Don't lose the message in waffle.

Acknowledging

Good performance and provide praise. Again, this needs to be descriptive and specific, so the individual knows what is desired as an expectation of performance and knows what to repeat.

Communicate Clearly

Ensure that at the end of the feedback that both parties have a clear and mutually understood conclusion of the feedback discussion and any action to be taken.

Keeping track

Feedback needs to be provided as close to the act as possible and monitor performance appropriately after that.



Gill Main
Partnering 4 Performance

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