

The full details of the summarised material can be found at the Grevillea Consultants Learning Centre in the feedback section of Supervising Performance page.

Key Elements of Feedback

Feedback is different	Separate feedback from other types of conversation. Feedback: • Focuses on what someone does • Intends to reinforce or redirect • Expects following actions to comply.
Promote feedback	Give people feedback and encourage them to seek it.
Go for positive feedback	Look for opportunities for reinforcement (positive) feedback as this will improve performance over time.
Frequency matters	Give feedback frequently, at least once a week is considered good practice.
Incentives	Link feedback to incentives where possible, that is, show people how their good performance creates benefits for them.
Invest in relationships	The quality of relationships affects the effectiveness of feedback. Keep building positive relationships with your people.
Have a plan	Plan the feedback you give. Allocate time for it. It doesn't have to be complex but it has to be deliberate and sustained.
Use different forums	Give feedback consistently in different forums. Always private for corrective (negative) feedback but mix it up for reinforcement (positive) feedback, using public and private options to give it.

FOCUS

Keep feedback focused, factual and supportive:

Focus - address one thing at a time

Observe - have data and facts, not opinions

Consult - check with them what's happening

Unite - work with them to improve things

Score - keep track of progress