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# "ANYTIME FEEDBACK" THE ULTIMATE THANK YOU



## WORKFORCE PERFORMANCE AND DEVELOPMENT TIPS

By Abigail Mirarchi, Accelerated Instructional Media, Inc.

Imagine the following scenario: For the second time this month, Isabel is unexpectedly called into the VP's office. Her high-performing team, looking more like startled prairie dogs, peek their heads over the cube walls to catch a glimpse of the situation.

Calmly Isabel enters the fishbowl office and closes the door behind her. She appears to be engaged in the impromptu one-on-one conversation. Afterward, as Isabel returns to her office, she smiles and with confidence, says to her team, "I always know I am going to leave the room more aware and informed than before I entered it, which in reality helps all of us."

Would you have possibly responded like Isabel or differently?

Achieving desired business results starts by cultivating trust where employees at all levels feel safe to **receive, solicit, AND give feedback**. A healthy and mature workplace culture **balances appreciative and constructive feedback** to improve quality and satisfaction while encouraging a productive and respectful work environment. Provide too much appreciative feedback; you'll reduce development opportunities and innovation. On the flip side, providing only constructive feedback will discourage and frustrate the most productive engaged dedicated employee.

Do you:

- Struggle to follow unclear goals, expectations, and desired outcomes?
- Frequently find yourself stressed and frustrated at work?
- Loath goal setting and performance review conversations?
- Find a less than desirable performance review result a surprise?

What's keeping you from asking for \_\_\_\_\_? (help, feedback, clarification, etc.)

Here are a few valuable steps to begin an anytime feedback culture:

- 1 Build awareness around feedback. (Give, Solicit and Receive, Appreciative, Constructive)
- 2 Discuss the value and benefits gained from regular and anytime feedback.
- 3 Identify how regular feedback can potentially impact the company, departments, teams, individuals.
- 4 Establish and agree on the appropriate values and behaviors that promote trust and encourage authentic mutually respectful conversations.
- 5 Determine and remove barriers that get in the way of giving, asking, and receiving honest feedback.
- 6 Agree ownership in performance and development are a collective responsibility of both the manager and the employee.
- 7 Embed anytime feedback as part of the culture's DNA.

Think of an example of a time you received feedback that was of great benefit to you. When was it given to you, and by whom? What was the immediate/long-term result? Who else did it impact?

Great leaders (not roles or titles) believe in providing rewards and recognition as well as offering time, guidance, and tools to help others achieve their professional and developmental goals. Let's continue to lead by example by deliberately integrating anytime feedback into our daily routine.

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