CULTURE OF FEEDBACK

The People Perspective, LLC

HR Compliance | Training & Development | Search & Recruiting | The People Playbook

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Prepared For: West Central Arkansas SHRM

WCASHRM

West Central Arkansas Society for Human Resource Management

WHY FEEDBACK?

The Impact

- Improves Performance
- Creates a Succession Plan
- Improves Retention
- Promotes Employee Loyalty
- Decreases Costs
- Increases Sales



WHY FEEDBACK?





THE FOUNDATION

Safety

1. Be Transparent
2. Be Honest
3. Provide Security
4. Avoid Politics
5. Teamwork Makes the Dream Work



FEEDBACK PREFERENCES

Individual

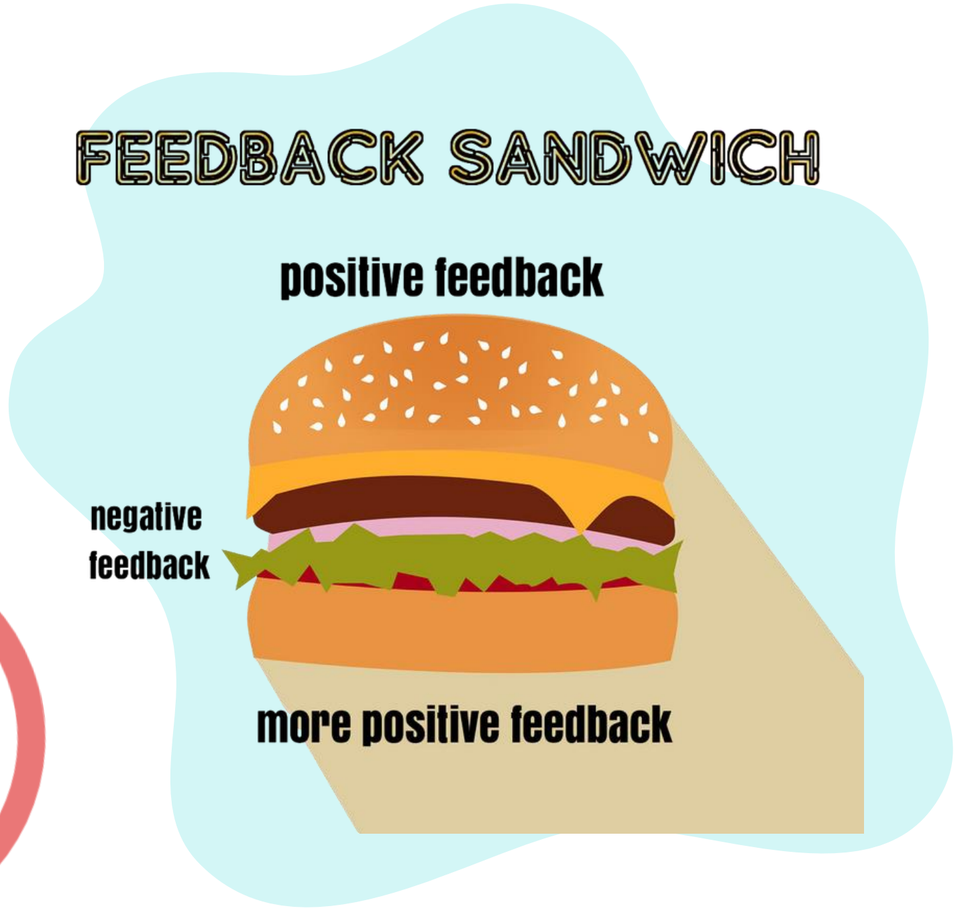
- Know Your Audience
  - Giving & Receiving
  - Communication Style
  - Personality
  - Motivators/Drivers
  - Stressors
  - Generation



GIVING GOOD FEEDBACK

What It Looks Like



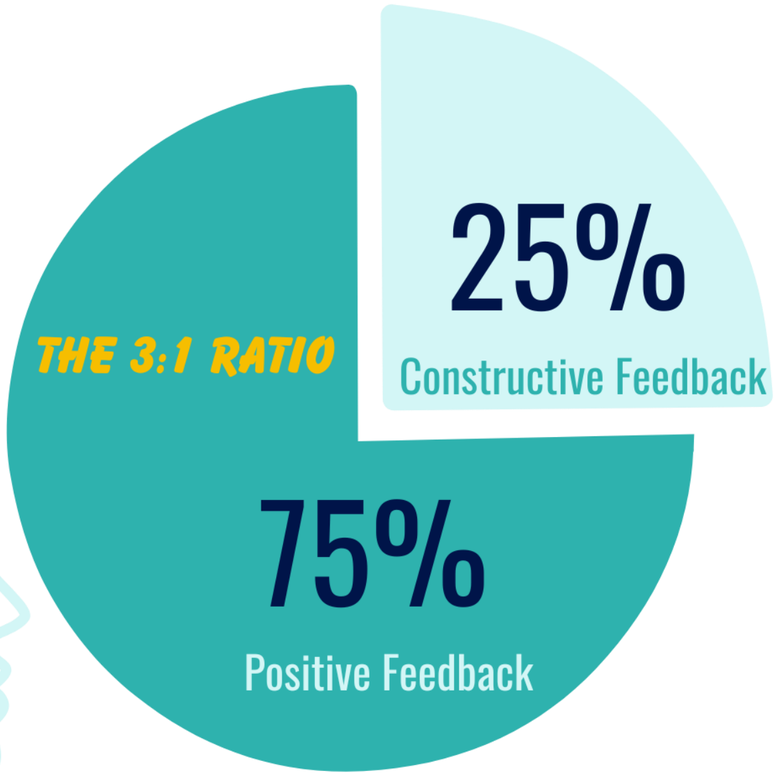


GIVING GOOD FEEDBACK

The 3-3-1 Assessment









GIVING GOOD FEEDBACK

What It Looks Like

PSMART

PRIVATE



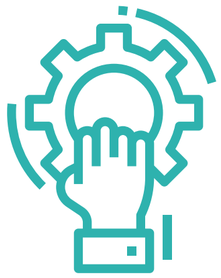
SPECIFIC



MEASURABLE



ACTIONABLE



RELEVANT



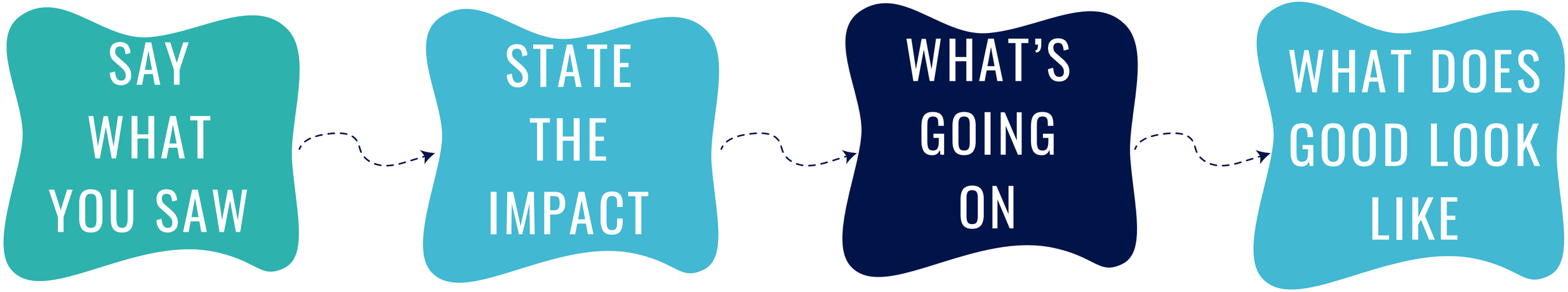
TIMELY





GIVING GOOD FEEDBACK

What Corrective Feedback Looks Like



GIVING GOOD FEEDBACK

What Recognition and Praise Looks Like

SAY WHAT YOU SAW

STATE THE IMPACT

WHAT'S GOING ON

WHAT DOES GOOD LOOK LIKE

Most Impactful Recognition

RECEIVING GOOD FEEDBACK

What It Looks Like

Look beyond the person

Ears open

Ask clarifying questions

Request suggestions

Non-verbal

State what you will do next

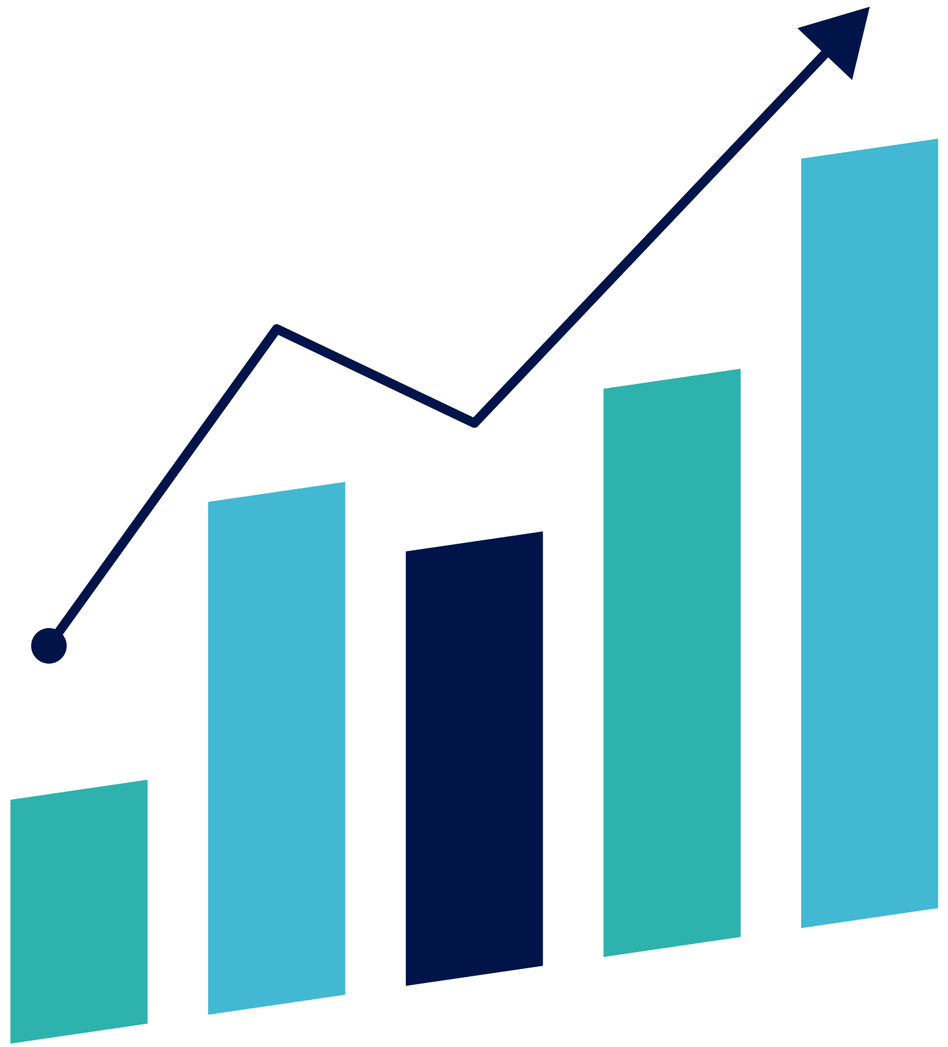




CREATING THE CULTURE

The Value Proposition

- Improves Performance
- Creates a Pipeline
- Improves Retention
- Promotes Employee Loyalty
- Decreases Costs
- Increases Sales



CREATING THE CULTURE

The Foundation - Safety

It Starts with Leadership

Structure It
• Review System • One on One's
• In Meetings

Model It

It's Contagious

THANK YOU!



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