

# Giving & Receiving Feedback - MG

## Giving & Receiving Feedback

### IMPORTANCE OF FEEDBACK

Feedback is a key step to nourishing self-awareness and learning toward growth. As a manager, you have an essential and active role to play.

Feedback makes a person feel recognized for what they have achieved, and it makes them aware of their strengths. It is also an opportunity to identify any areas of development in order to improve the overall quality of work and adjust behavior.

Information about the past, delivered in the present, which can positively influence future behaviors!

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### WHAT TO DO AS A LEADER

- Provide feedback on a regular basis and recognize employees
  - Ask "What can I do to help?"
  - Ask for feedback. Do you regularly ask for feedback yourself? Feedback should go two ways between manager and employee. A true feedback culture aims at feedback in all directions, including from employee to manager.
  - Leverage the Pulse survey results at the team level to open the discussion on relevant topics.
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### HOW TO REQUEST AND RECEIVE FEEDBACK IN MY HR SERVICES

[My HR Services](#) - Select Feedback > Choose whether you want to Request Feedback, View Feedback Requests or Give Feedback:

 [Request Feedback](#)

 [View Feedback Requests](#)

 [Give Feedback](#)

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### BEST PRACTICES FOR FEEDBACK CONVERSATIONS

Feedback should be **Balanced** (point out areas of strength and improvement), **Specific** (precise, actionable), **Timely** (as close to the event as possible when the recipient is likely to be receptive), and **Valuable** (input for the development).

#### Start Positive

- Create a tone and feeling of safety in order to convey your support and respect
- Let the employee know what is to be discussed, how it will be discussed, and the purpose of the meeting
- Highlight the positive aspects of the employee's performance and behaviour
- Seek input from the employee regarding their performance, particularly what is working well and what could be done differently.

#### Discuss Improvement Areas

- Provide concrete information regarding the area that requires further improvement
- Refer to the data that you've gathered to support this feedback (clear examples, specific situations, detailed observations, customer feedback...)
- Give the employee an opportunity to respond

#### Develop an Action Plan

- Advise the employee of my expectations and ask for input on the steps to be taken for improvement
- Ask the employee "What can I do to help you?"
- Set a time frame for action and confirm the date and time of the next feedback session, if required.
- Seek the employee's acceptance and conclude the meeting.

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