

THE COURAGE TO ...

Deliver Effective Performance Feedback.

Delivering effective performance feedback is an expression of courage in the workplace. It's not easy to do, and comes with a great deal of risk. If improperly relayed, performance feedback ends up doing more harm than good.

Effective performance feedback has significant potential to benefit employees in terms of both individual and team performance, enhancing engagement, motivation and job satisfaction.

Research in Positive Psychology shows the benefits of shifting away from traditional weakness-based feedback focused on employee shortcomings, towards strengths-based feedback focused on affirmation and encouragement.



For more information about delivering effective feedback, or to book training, please visit www.becbland.com, or contact: becbland@protonmail.com.

9 Recommendations for Delivering Effective Performance Feedback using a Strengths-Based Approach.

1. Adopt the strengths-based approach as the primary means of providing feedback.

Identify employee strengths in terms of exceptional job performance, knowledge, skills and talents.

2. Closely link any negative feedback to employees' knowledge and skills rather than talents.

Focus weaknesses-based feedback on knowledge and skills (which are more changeable) rather than talents (which are more difficult to acquire).

3. Adopt a strengths-based approach to managing employees' talent weaknesses.

Encourage employees to see how their strongest talents can compensate for their talent weaknesses.

4. Make sure the person providing feedback is familiar with the employee and the employee's job requirements.

5. Choose an appropriate setting while giving feedback.

6. Deliver the feedback in a considerate manner.

Start the feedback session by asking the employee what is working. Allow employees to participate in the feedback process.

7. Provide feedback that is specific and accurate.

Avoid making general statements such as "Good job!" Evaluate and give feedback closely based on concrete evidence.

8. Tie feedback to important consequences at various levels throughout the organization.

Explain that the behaviours exhibited and results achieved by the employee have an important impact not only on the employee in terms of rewards or disciplinary measures, but also on the team, unit, or even organization.

9. Follow up.

Provide specific directions by including a development plan and checking up on any progress that is made after a certain period of time.