

Feedback Guidelines

Prior to the Feedback Meeting

Understand the purpose of this meeting

The purpose is to discuss the trends and outliers of the evaluations and come up with an appropriate development plan.

Do you have all the relevant information?

Understand the reviews. Make a distinction between trends and single opinions, both of those tell a different story.

Prepare to discuss what drives the behaviours that need work and how to encourage those.

Do not forget to provide positive feedback if the employee received great feedback on some aspects.

Keep an open mind

Leave aside all [psychological biases that affect performance reviews](#).

Do not put more weight on your opinion.

Ensure a neutral environment

Irrespective of negative or positive feedback, keep it private.

Make sure the employee does not feel trapped.

During the Feedback Meeting

Ask for their thoughts on the evaluation results

Before you provide your observations, ask for their side of the story.

Share your observations about their evaluations

Share any trends you noticed with the evaluations. Discuss any outliers and their potential meaning. Stay away from pushing your opinion, only focus on the evaluation results.

Set SMART goals

[This guideline](#) can be useful to help you understand how to set goals that actually work.

Do they require any training/development workshop?

Discuss if any of the feedback can be addressed by training. Bring that up in a supervisor team meeting to find opportunities for organization-wide training.

Ask for their opinion about how you can be more helpful

They may feel intimidated by you while asking for your help. Take initiative and ask them how you can be more helpful with your feedback.

After the Feedback Meeting

Summarize your feedback

Summarize the entire feedback that you have given as well as received. Let the employee know that everything that has been discussed has been noted and that both parties need to take efforts to better performance.

Finalize an action plan

Feedback can only be useful when you have an action plan to address all issues within it. Break this plan down to the tiniest detail so that you have complete clarity as to what needs to be done within a specific time and what is the end purpose of carrying out that particular activity.

Follow up after a brief period

At set intervals, follow up to see how they have progressed so far and if there are any deviations from the original plan of action. In case there are, you can quickly rectify the course.

Request feedback for your feedback

It is fairly easy to give feedback as most of us do it all the time. But to understand if it is really useful, ask the employee directly whether all this did make any sense and do they at all believe this will be useful.