

officevibe

THE ART OF GIVING FEEDBACK

What to say, when to say it to get
maximum impact



Nice to meet you!



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Content Marketing Specialist



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Engagement Specialist

The 1-2 punch combo that every leader needs:

FEEDBACK
+
RECOGNITION



Objectives



Differentiate recognition from constructive feedback



Structure / build the sentences to give better feedback



Communicate feedback in the most effective way

Agenda



- 1. Why give feedback?**
- 2. Game**
- 3. Types of feedback and their effectiveness**
- 4. Steps to build positive and constructive feedback**
- 5. Tips and tricks**
- 6. Game follow-up**
- 7. Q&A**

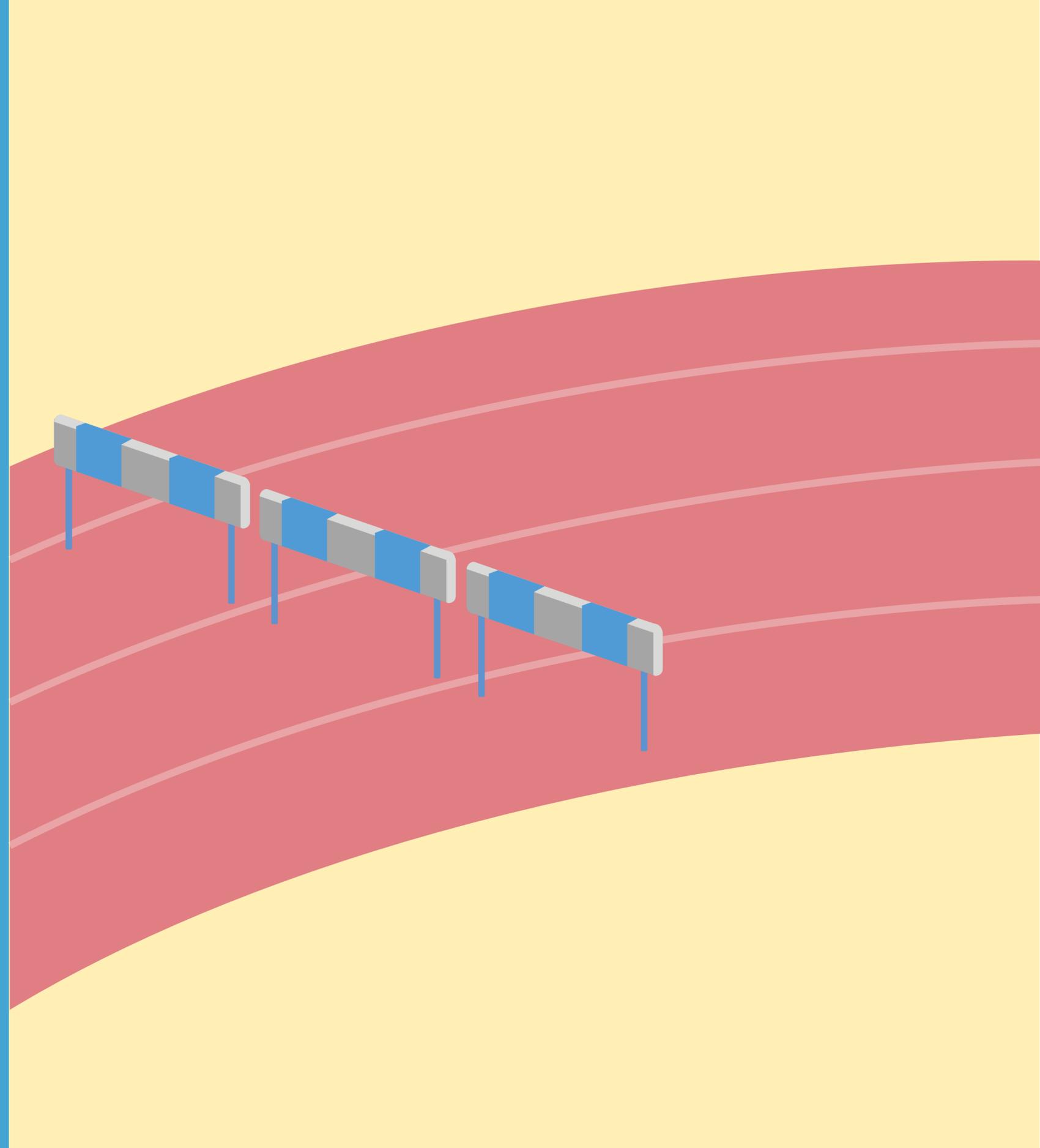
1

WHY GIVE FEEDBACK?



Feedback is like a relay race:
it's a dialog.

Feedback Academy



In our research (over 1800 companies) we found that:



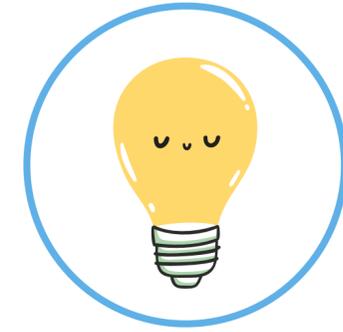
65%

of employees said **they wanted more feedback.**



69%

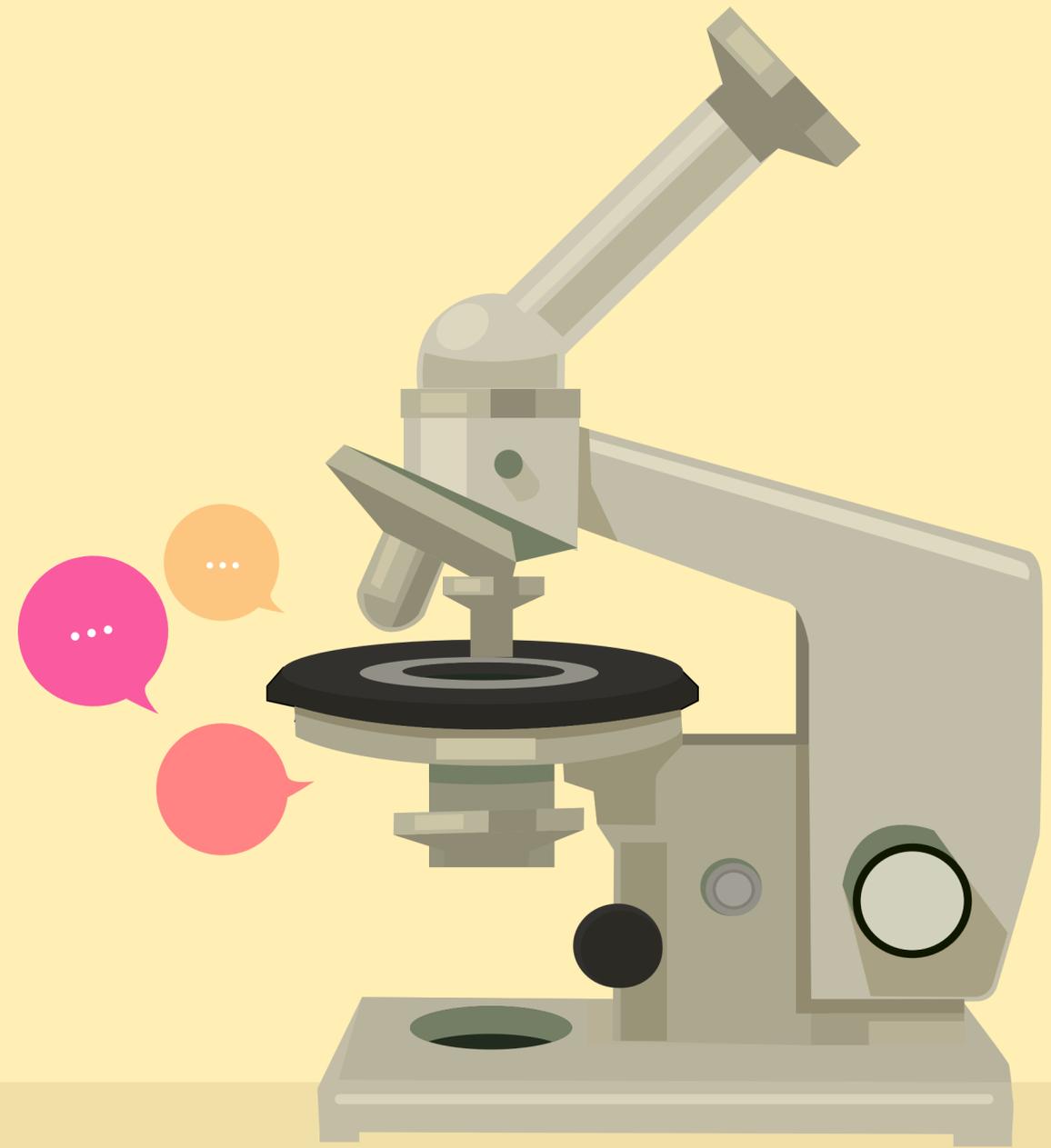
of employees say **they would work harder** if they felt their efforts were better recognized.



57%

said **they preferred to receive corrective feedback** versus 43% that said they would want the praise.

LET'S LOOK AT SOME FEEDBACK STATEMENTS



1

Good job!

John, you are late again?

In the future, is there a place you can validate the information before sending it to a client?

Sometimes, I think you slack because the tasks are never completed on time.

2

Good job with the planning.

I noticed you haven't shown up for the last 2 team meetings. I'm worried that you missed some important information. Can we meet to discuss what we missed?

Last week, I heard you gave wrong information to a client.

Sometimes, I notice you do not complete the task you start. Is my perception correct?

TYPES OF FEEDBACK



CONSTRUCTIVE FEEDBACK

- Guidance
- Foster a desired behavior
- To express concerns



RECOGNITION (Positive Feedback)

- Giving praise
- Reinforce a desired behavior
- To express appreciation



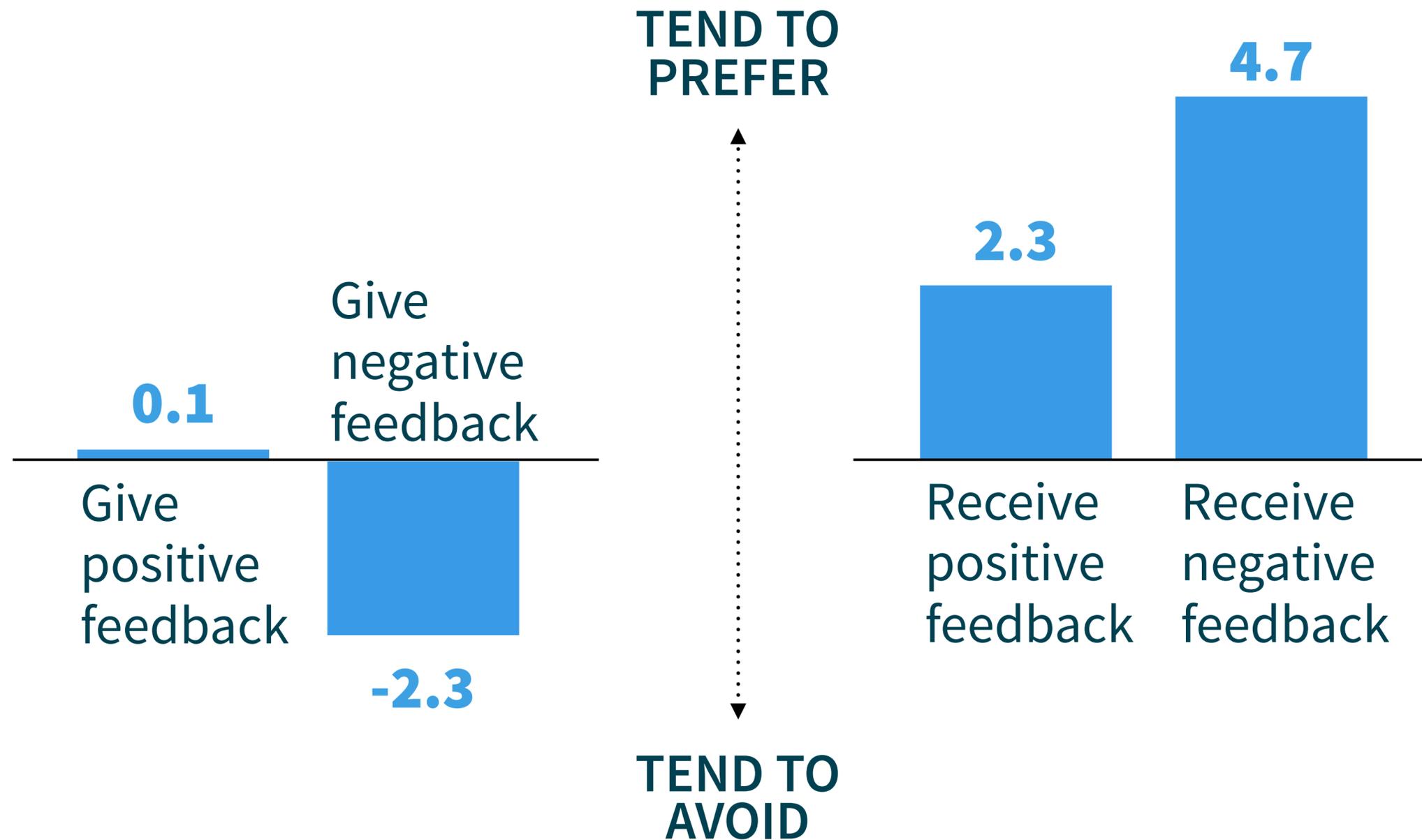
Which type is the most effective to change someone's behaviors (has the most impact on performance)?

30x

more likely to make workers actively engaged at work when managers focus on employee's strengths.



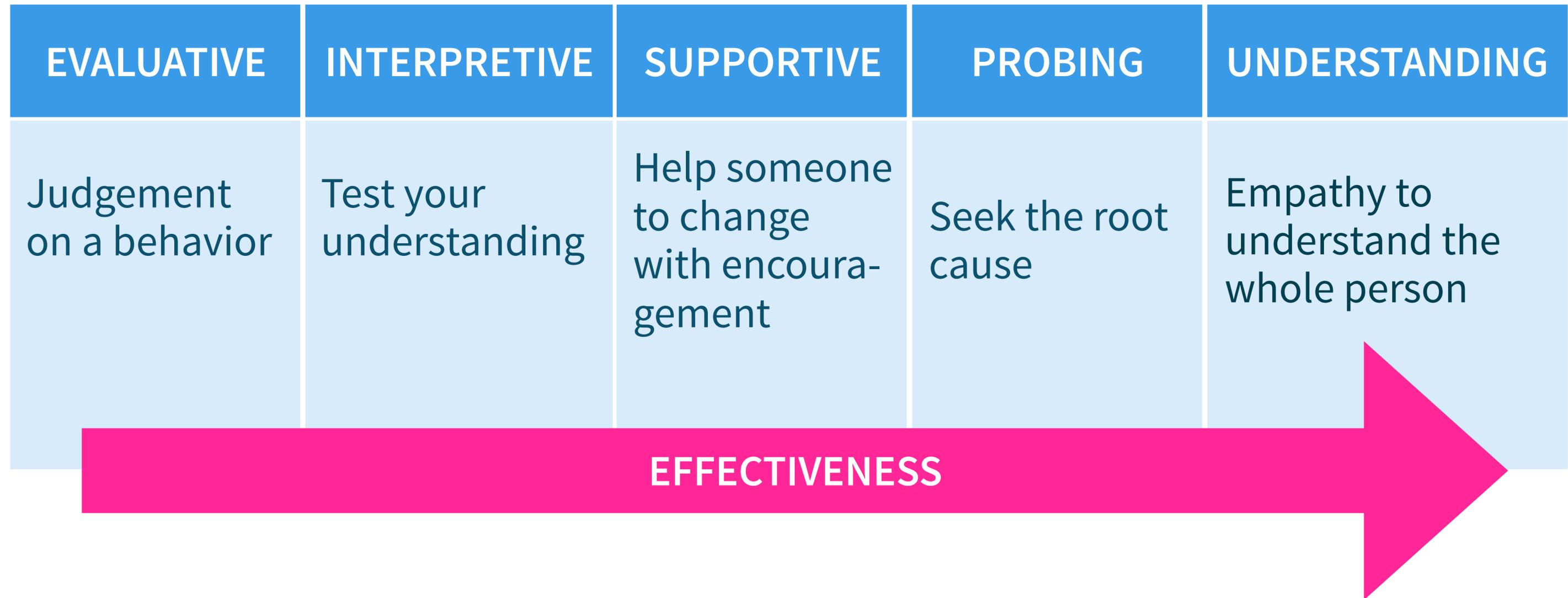
No one likes to give negative feedback, but everyone wants to hear it.



The ROI of Engagement



The stages of the feedback mindset



HOW TO BUILD FEEDBACK STATEMENTS?



HOW TO BUILD CONSTRUCTIVE FEEDBACK

- 1 Identify ONE behavior
- 2 Probe on the WHY
 - Identify the positive consequences from an organizational point of view
 - Identify the advantages for the employee
- 3 Agree on a goal and offer support



HOW TO BUILD POSITIVE FEEDBACK

- 1 Focus on the behavior (be specific)
- 2 Identify the impacts
- 3 Link it to a positive outcome for the individual





An employee didn't deliver a project on time

The project wasn't delivered on time, do you have any idea **why**?

As you know, we're trying to get everything organized, so if you're late on a project, it slows down the rest of the team.

We'll just make sure that **for the next time**, you have more time and resources to finish on time. I think for the next time, **what you could do** is schedule blocks of time maybe one day a week to make sure that you're not overloaded with work towards the end.

I tried that on my last project and it made a huge difference.

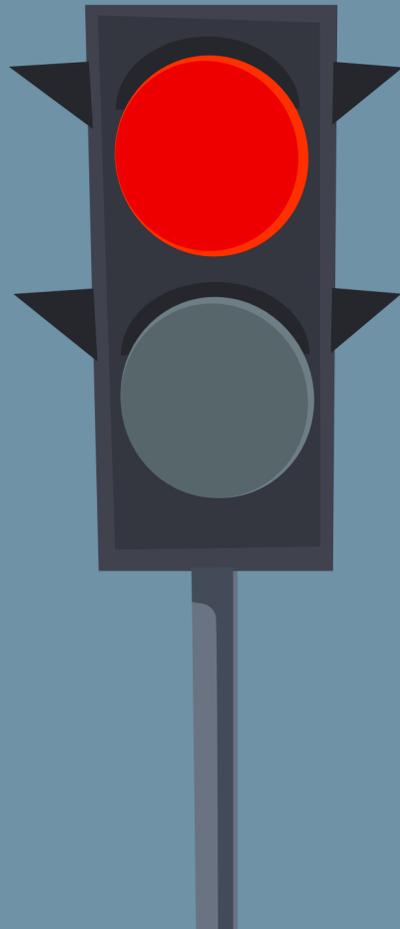
TIPS & TRICKS FOR LEADERS



BE PREPARED

STOP

- The sandwich technique
- Thinking that bad behavior needs to be addressed ASAP.



KEEP

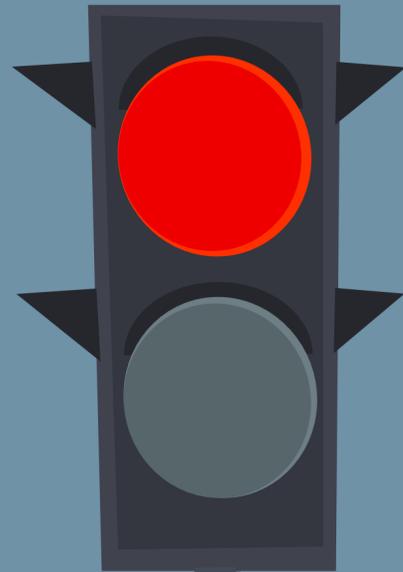
- Being honest
- Praising efforts
- Building your feedback based on facts



RECOGNIZE THAT EMPLOYEES WANT FEEDBACK

STOP

- Being afraid to tell employees how you feel
- Not taking the time to give feedback



KEEP

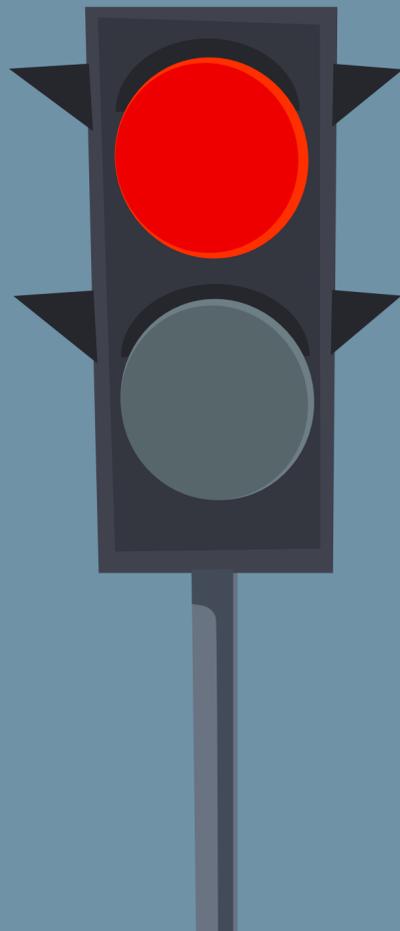
- Scheduling time in your agenda to give feedback on a regular basis
- Giving positive feedback in public as much as you can



BE TRANSPARENT, AUTHENTIC AND SHOW EMPATHY

STOP

- Preaching
- Thinking that an A player never makes mistakes
- Giving feedback with a hidden agenda in mind

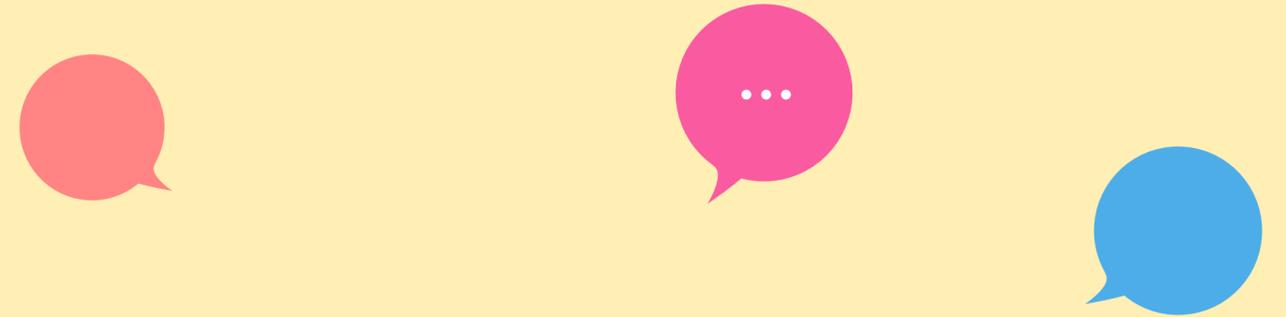


KEEP

- Talking 20% of the time and listening 80% of the time
- Utilizing « I » statement



LET'S GO BACK TO THE GAME WE STARTED WITH



**Why is one statement
better than another one?**

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[Additional Resources](#)

**IT'S...
PRAISING
TIME!**



Don't hesitate to contact us!



support@officevibe.com

QUESTIONS & ANSWERS



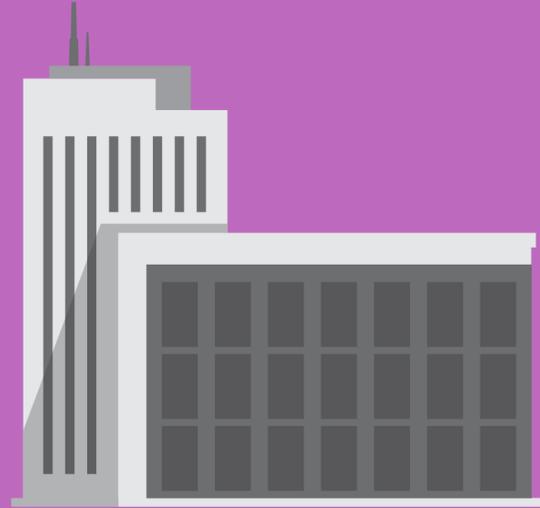
Thank you!



Sources

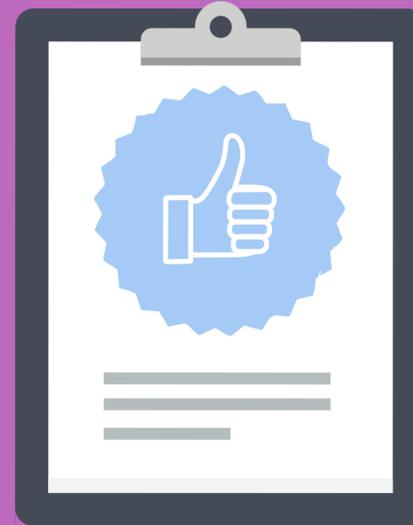
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Officevibe in Action



1,000+

ORGANIZATIONS



1,200,000+

DATA POINTS



150+

COUNTRIES COVERED

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