



The 5-Minute FEEDBACK PLAN



Most people dislike performance evaluations. Supervisors procrastinate doing them and employees dread them. Yet, feedback is critical for us to improve. We need guidance and direction. Waiting until the mandatory yearly performance meeting is ineffective. Great leaders provide more feedback and more often, and in a way that motivates the receiver to perform even better.

How can leaders and managers today incorporate effective feedback into their organizations? Here are ways to provide better feedback.

1. Provide feedback more often. Schedule a time to personally praise, encourage, or thank each person.

"I can provide feedback to _____ about _____."

2. Focus on the project, not on the individual.

Use phrases like:

- *"We need to expand the parameters to include this."*
- *"The client wants this section revised."*
- *"Can this be done with these changes?"*

3. Redirect time and focus with phrases like:

"I know you enjoy working on the Jones project. Our most important project this week is the Smith project, so please focus on that deadline."

4. Provide deadlines. People work to deadlines, so give people deadlines.

"We need this completed by Friday at 2:00 PM, because our meeting with the client is at 3:00 PM."

5. Create 2-way conversations. Instead of being directive, have a casual conversation. When employees are engaged in conversation, they are more comfortable, and are more open to the topic. Tip: Have them speak first about a problem or situation. Ask questions that elicit information, such as:

"What do you think is going well on this project?"

"Where do you think we can improve this project?"

"If you were in charge of this, what would you do differently?"

6. Sometimes we need to address specific behaviors. Use specific examples for clarity. Generalizations such as "You are not reliable" are not helpful. Broach topics clearly and in a helpful manner to improve performance. Try:

"This is the third time you've been late this week. Is there something I can help with?"

"This project deadline was yesterday afternoon. Are there obstacles I should know about?"

7. Make sure to let people know when they are doing a great job. When praising people, make sure to be specific about what they did right.

"Thanks for taking care of that difficult customer. You stayed really calm and they left with a good solution."

"You did a great job handling the negotiations on that contract. That was better than we expected. Here is a bonus."

"Thank you for running the meeting. People said you assigned projects well and they are excited about being on your team."