

5 STEPS TO MAKE ONGOING FEEDBACK A REALITY

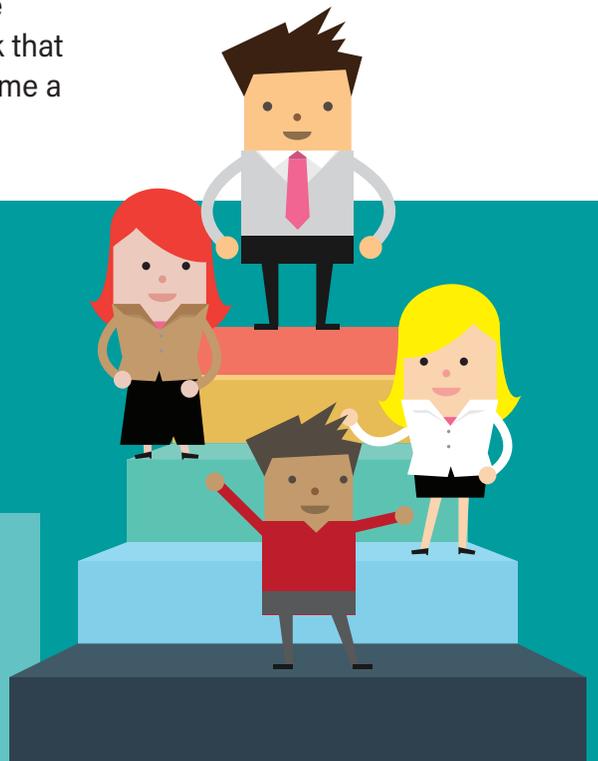
Organizations are increasingly shifting from annual performance reviews to ongoing conversations. Building a culture of feedback that drives employee engagement and greater productivity has become a priority as employees strategically try to retain top performers.

1 GET BUY-IN

Change like this needs to come top down *and* from the ground up. Approach this like a change management initiative, and find your champions across the company to help pave the way forward.

"It's been said that people don't buy what you do, they buy why you do it. So the goal is not to connect with people who want what you have; the goal is to connect with people who believe what you believe."

Harvard Business Review



2 COMMUNICATE THE "WHY"

In HR, we often jump into the details without painting our employees the broader picture, or tying our initiatives to them as individuals. Start with the why and communicate in creative ways over time.

"...to evolve beyond the formal performance management process, employees and managers will need training and support to achieve the fundamental behavior change required"

Corporate Executive Board



3 FOCUS ON REAL-WORLD SCENARIOS

Think of this as content in context: how can we give employees the skills and examples of real-life situations right before they happen. Even situations we tend to avoid can be effective when given the right guidance up front.

92% OF SURVEY RESPONDENTS AGREED THAT 'NEGATIVE FEEDBACK, IF DELIVERED APPROPRIATELY, IS EFFECTIVE AT IMPROVING PERFORMANCE'

Harvard Business Review



4 LESS CONTENT, MORE OFTEN

Attention spans are shrinking! Adapt your way of communicating the change and steps into bite size pieces, delivered over time to reinforce your initiative and key steps they should be taking.

- Coaching Best Practices
- Coaching a Direct Report
- Having a Plan
- Active Listening



FEEDBACK

- Feedback Best Practices
- Asking for Feedback
- Giving Tough Feedback



COACHING



IN PRACTICE

- Performance Conversations
- Continuous Feedback Conversations
- Follow-Up Tips

IN LAST 10 YEARS, THE AVERAGE ATTENTION SPAN HAS DROPPED FROM

12 TO 5 MINUTES

Business2Community

5 MEASURE & ITERATE

Every organization needs to define and implement a strategy that works for them. Iterate and evolve with data as you go.

50% OF THE FORTUNE 500 WILL REDESIGN THEIR PERFORMANCE MANAGEMENT APPROACH BY THE END OF THIS YEAR

Fast Company



TO LEARN HOW YOU CAN MAKE ONGOING FEEDBACK A REALITY, EMAIL SALES@GUIDESPARK.COM