

# Giving feedback

## 2 minute guide

Adults Services

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# Giving feedback

To make us as effective and successful as possible, we need to monitor and manage what we do.

It means all of us being open to feedback from all directions and welcoming the opportunity it gives us to reflect and perform even better, so that each and every one of us are accountable for our performance.

We should seek and give in the moment feedback, don't just wait for supervision and performance development reviews.

# Why is feedback important?

Humans have an in-built need for feedback.

Feedback should be based on facts, not subjective opinion and should always be backed up with evidence and examples.

Giving good quality, constructive feedback is one of the quickest and easiest ways of improving performance, relationships and motivation.

The aim of feedback should be to help employees understand the impact of their actions and behaviour. Wherever possible, feedback should be used positively to reinforce the good aspects of the employee's behaviour and also to identify opportunities for further positive action.

Feedback is an essential element of good performance. Without feedback performance usually deteriorates.

# Top Tips

- **Be specific** – provide specific examples or behaviours/actions observed
- **Focus on the behaviour not personality** – avoid making generalisations about a persons character – developmental not judgemental
- **Use 'I' not 'you'** – e.g. 'I noticed' not 'you always' to avoid being accusatory
- **Provide balanced feedback wherever possible** – positive and negatives
- **Offer solutions and actionable advice for improvement**
- **Be timely**
- **Chose the right setting** – safe spaces
- **Encourage dialogue** - understand the persons perspective and actively listen to their responses
- **Agree an action plan** - Set objectives together and identify what support is required, remember to regularly review progress

# SBC Resources

[LearnForYou | My Performance Conversation - 1 hr Workshop Recording](#)

[Managers Playbook: Giving and Receiving Feedback \(sharepoint.com\)](#)

More courses to support leaders and managers:

[Honest conversations \(for leaders\)](#)

[Managing performance; the SBC way](#)

[Swindon Managers Programme](#) (this is essential for new managers, whether you've been externally hired or have moved into a manager position internally).

If you'd like to get learning straight away, or you only have 20 minutes to spare - we've got you covered with the first of our new collection of short learning guides called [SBC Leadership Bites](#):

[Conflict management](#)

[Complexity and uncertainty](#)

[Effective communication](#)

[Emotional intelligence](#)

[Influencing skills](#)

[Introduction to coaching skills](#)

[Listening skills](#)

[Personal resilience](#)

[Storytelling](#)

[Transactional Analysis](#)

More Leadership Bites coming soon...