

Thank you for your attention!





The X-Caliber Project Case (A): Giving and Receiving
Feedback - Confidential Instructions for Diane

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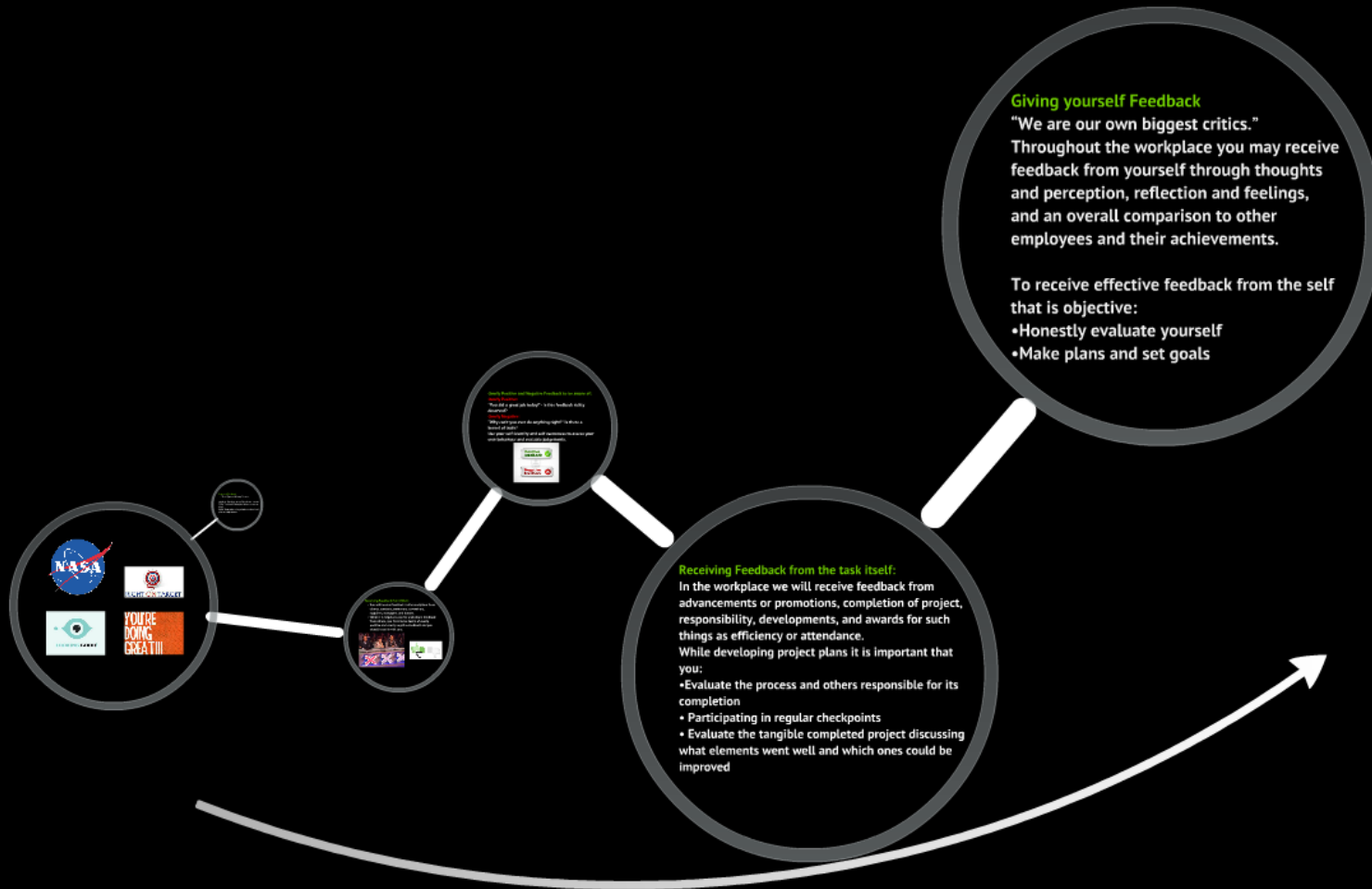
Why Giving Job Feedback Is So Important In Teams

The importance of giving and receiving feedback in teams is increasing today due to the flattening of organizations, the rise of self-empowered teams and more push for improvements.

What Is Feedback

Feedback is information that enables individuals or groups to compare actual performance with a given standard of expectation

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Specific

- Comments: "You did a good job" or " That is all wrong" are **NOT** helpful.
 - Focus on specific activity and behaviour
 - So others know **exactly** how to improve on their designated area
- "That was a tough decision. I'm impressed with how you handled the situation".

"I'd Like to talk to with you about your proofing of these reports."

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Nonpersonal

- Avoid blaming and referring to personality traits

"You're the reason we have mistakes around here"

- Direct your attention and feedback at what's happening.
- Dont Target the employee

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Work Related

- Refer to behaviours that are directly related to the job

" We need to talk about your absences."

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Documentable

- Focus on fact rather than gossip
- "Betty tells me you're on the phone alot."
- "Our records shows you've been using the "company phones for making personal calls."
- Keep written record of conversation when giving feedback to help employees unacceptable behaviours.
 - Imporant for future references

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Descriptive

- Focus your feedback on a specific behaviour that the recipient can change or control, describe behaviour rather than evaluating it

"I've noticed the filing system is getting a bit disorganized."

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