



## STEPS IN GIVING CONSTRUCTIVE FEEDBACK

### 1. State Your Observation

Feedbacks are completely based on your observations as a professional. In order to give precise and well-meaning feedback, you need to understand your observations based on your managerial skills.

### 2. Pinpoint the Areas for Betterment

The main motive behind conveying constructive feedback is to help others realize the scope of betterment complemented with a bit of advice or a suggestion.

### 3. Keeping Up an Appreciative Tone

Always ensure that you maintain a respectful tone in your voice while conveying constructive feedback. Thus, your employees are more likely to pay attention and take your feedback positively when you deliver with an appreciative tone.

### 4. Understand their Concerns

Everyone has their own unique way of looking into things and problem-solving capabilities. Each employee might have a different opinion about the assigned task. Therefore, you should always leave some space between your feedback for your employees to express their views.

## SAMPLE FEEDBACK

### Scenario #1

**A hardworking employee but he is frequently late for work**

**Manager:** Hi Jane, I was going through everyone's performance report from the last few months, and I must say you have done a great job. Also, I feel that you could achieve more every day by coming early, and in that way, you will also be able to maintain a sound work-life balance.

### Scenario #2

**Lisa makes up as one of the great team members in terms of performance but struggles with her communication skills**

**Manager:** I have heard many compliments about your work and I would like to appreciate you for the that. However, I noticed that you tend to remain silent most of the time even during your team meetings. I must say that I'm concerned with this observation of mine and would like to know if you're facing any difficulties out here.

**My only advice here for you is to keep up your communication in whatever way you can. Even if you make mistakes, you should keep on trying, and also, we are all here to help you out.**

### Scenario #3

**Maddy often ignores what his superiors say and makes silly mistakes while getting his job done.**

**Manager:** As your manager, it's my job to keep everything and everyone organized in the workplace. I respect the fact that everyone has their own way of doing things, but at the same time, I would like to ask you not to overlook any meaningful feedback that comes your way, especially from people who are more experienced. We convey our feedback to help you guys keep up the excellent job. Also, we like receiving feedback from our employees too.

**I hope that you would respect my words and help me promote positive behaviour in our organization.**

## LET'S TALK

1. At work, are you tasked to give feedback to employees?  
If you had to, would it be an easy thing to do? Why? Or why not?
2. Have you received any negative feedback from a superior?  
How did you feel? What did you do?
3. In your work culture, what happens if an employee is frequently late for work?
4. Are good communication skills necessary in the workplace?
5. If one of your staff often ignored your words and as a result made mistakes, what would you do?

## PRACTICE

Give constructive feedback for the following scenarios.

### Scenario #1

An employee has been struggling for the past few days with the assigned task

### Scenario #2

An employee who is frequently absent without any prior notice

### Scenario #3

Philip keeps up with his great performance when working alone but he avoids being a team player