



## How to foster a culture of feedback in your workplace



Would you like your workplace to be somewhere that encourages everyone to communicate, learn, develop and seek new challenges? Do you also want to boost employee engagement, decrease turnover, improve communication, and increase productivity? If this sounds good, then it's time to foster a culture of feedback.

### **What is a workplace feedback culture?**

Feedback is the process of giving or receiving constructive information, or advice, based on performance, behaviour or skills. A workplace feedback culture is where individuals, be they employees, managers or executives/directors, feel free, safe and are actively encouraged and empowered to share and receive open, honest and constructive feedback without fear of retribution. It also means providing the environment where feedback is actively responded to and acted on.

Having a feedback culture promotes transparency, accountability and continuous improvement. It can also:

- Establish a positive workplace environment where hard work is valued and recognised
- Increase employee engagement and retention levels
- Encourage ideas to be shared and ensure concerns are addressed freely
- Improve communication skills among employees
- Create opportunities for learning and development

Building a positive feedback culture requires consistency, initiative, time, and the right mindset. The following top tips will help you achieve one.

1. **Lead by example.** Start from the top and work down. With employees tending to look to their managers/leaders for guidance, make sure they can see strong feedback principles working in practice so they are set a good example.
2. **Set clear expectations.** Make sure everyone knows what feedback is, why it matters, and how it should be delivered and received. Establish a feedback policy and communicate it to everyone. Provide training and resources to aid understanding and application.
3. **Ensure it's timely.** The stats don't lie. People who receive timely and immediate feedback outperform those who receive delayed or zero feedback. That's because they feel more engaged and can learn quicker and more effectively.
4. **Make it a habit.** Employees and managers need to get used to giving and receiving feedback. Get them to practice these skills regularly with shorter monthly meetings, weekly check-ins, or informal chats either in groups or individually. Remember, feedback should not just be confined to an annual review, it is a continuous process,
5. **It takes two.** Feedback is the responsibility of both parties, so it needs to flow both ways. By increasing levels of self-awareness, it creates a transparent culture, strengthens relationships and can be used to gain valuable insights.
6. **Celebrate success.** Sharing feedback success stories will help to highlight the achievements and improvements of your team members, inspire and encourage others to seek and apply feedback, and create a culture of recognition, appreciation and learning.
7. **Reward feedback behaviours.** This means that the feedback culture is seen as satisfying and enjoyable, which can lead to the reinforcement of positive behaviour and actions, and the motivating and incentivising of individuals.

**A healthy feedback culture is an essential part of a thriving and successful organisation, as it promotes growth, collaboration, and continuous improvement. If you need help to cultivate one, call 07734 080073.**