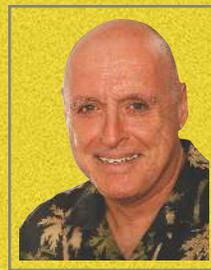


The Extra Point

BY JERRY ROBERTS



1041 Giving Feedback Shouldn't be a Horrible Experience

Managers generally know that giving feedback to workers is necessary, and can be helpful, yet they hate the thought of doing it. I'm Jerry Roberts, and today I'm going to give you some feedback...about feedback — next on The Extra Point.

Giving feedback at work can be challenging for any supervisor. I've done a fair amount of it in my role as a manager and business owner.

In my role as a trainer and consultant, I've come across a lot of managers who don't like dealing with feedback, mostly because they see it as negative and want to spare the other person's feelings. Or, they think the worker may challenge them and they won't know how to deal with it. Or, they see the whole thing as a big hassle, and they simply avoid it.

Let me start by saying that if you see feedback as a hassle, it will be a hassle. If you hate it, you won't be any good at it, and your worker will grow to hate it as much as you do.

If you supervise a manager who sees feedback in a negative light, but you understand how important it is to improve performance and grow relationships — I've got ideas on how to help your manager jump on board the feedback wagon.

First, be the change you want to see in the other person. My question is, are you giving that manager regular feedback in such a way that he/she can understand how effective and (perhaps) motivational it can be?

Second, give strong examples of how you've received feedback in your own career, and how it helped you.

It's also helpful to understand what can be done with effective feedback. Christine Porath, a professor at Georgetown University's

School of Business), points to her research with 20,000 people across numerous industries, with startling results. Porath said that higher levels of feedback are associated with 89% greater thriving at work, 63% more engagement, and 79% higher job satisfaction. People who receive more feedback are also 1.2 times more likely to stay with their employer.

A 2015 Gallup survey found that 67% of workers whose managers focused on their strengths, were fully engaged in their work.

An IBM survey in working trends in 2013–2014 polled 19,000 workers discovered that those who receive recognition are almost three times more engaged than those who do not.

There are many ways to help reluctant managers give the feedback people need. I'll give you three ways today.

1. Ask permission. "Hey Tina, I've noticed a couple of things about your work recently. Is it okay if I give you a little feedback on it?" If she says yes, there's less chance of her being defensive.
2. They can refer to how feedback has helped them. "I was nervous about getting feedback from my boss, but I've grown so much with the help of my managers and coworkers. Can I share a couple of things that might help you?"
3. Reference high expectations. I've used both of these, but it's not my favorite. The one I like best is to say something like this: "George, you have so many good things going for you. I have very high expectations for you and I know you can hit them. Have a sit because I'd like to mention a couple of things that will help you. Are you good with that?"

(Con't.)

Who wouldn't be okay with that? "You have high expectations for me? Well, keep talking, I want to hear what you have to say."

One more thing. Be aware of your non-verbal communication. This is your facial expressions and body language.

If you're giving positive feedback, make sure you tell your face so you don't give the wrong impression.

Giving effective feedback is a key factor for every manager. You can do it.

That's the Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com

