

3. SEEK “UPWARD FEEDBACK” FROM EMPLOYEES—IT MAY BE A REALITY CHECK.

Traditionally it is the manager who conducts their subordinates performance reviews, but do you have the guts to allow employees to give you a review? What about grading your performance and submitting the results anonymously to your superior *before* you get a chance to review the responses?

“Upward Feedback” not only increases employee engagement, but it also helps you identify other factors which may be contributing to lower levels of employee satisfaction and performance.

Six Steps for Effective Feedback

1. Create a short survey which measures important areas such as job satisfaction, training, recognition, leadership style, etc.
2. Meet with staff and explain the survey process. Be sure to stress the importance of *professional* and *honest* feedback.
3. Provide staff with the survey and permit them to submit it anonymously. Allowing them to turn it in directly to your superior works best.
4. Review the results and develop a plan of action.
5. Share the results and discuss your proposed plan of action with your team. Ask for their feedback and make any needed adjustments.
6. Work the plan, monitor progress and, a year later, do it all over again.

P.S.

Online survey companies such as Zoomerang (www.zoomerang.com) can automate the survey process and, depending on usage, you may qualify for free use.

