TIP SHEET: PROVIDING POSITIVE FEEDBACK

When sudden change occurs, as it has in workplaces during the coronavirus (COVID-19) pandemic, keeping your team motivated can be difficult. Gallup research has shown that using positive feedback to build upon team strengths is more effective than focusing on weaknesses. It also increases both their engagement and productivity.

These tips can help you deliver meaningful, productive feedback to motivate your team as well as help them to learn and grow.

BE GENUINE

Avoid giving praise just for the sake of it. Insincerity is obvious and will not build trust. Give positive feedback when you have a concrete reason.

BE SPECIFIC

Vague approval such as 'well done' or 'good job' isn't enough. Share exactly which effort or idea was commendable. Your feedback should be direct, clear and to the point.

BE TIMELY

Give feedback in-the-moment whenever possible. Waiting for a scheduled meeting or saving praise for performance reviews can leave team members feeling as though hard work has gone unnoticed.

BE FOCUSED ON EFFORT

Feedback should call attention to effort and behavior – what was done – rather than personality traits or talent. Doing so encourages a growth mindset and helps build determination and resilience.

BE SURE TO PROVIDE CONTEXT

Make your feedback more impactful and powerful by framing accomplishments in a bigger context. Explain the impact on others, such as colleagues or clients and link it to your company's bottom line.

BE PERSONAL

Get to know your team members and their preferences to effectively tailor your positive feedback. For example, some would value being recognized in front of the team, while others might prefer to receive credit privately.

Give positive feedback regularly to help your team thrive during this challenging time.

Source: https://www.talentlyft.com/en/blog/article/288/8-examples-of-giving-positive-feedback-to-employees