Identifying Opportunities to Provide Informal Feedback

Reflect Often to Identify Feedback Opportunities

Manager's who are likely to provide feedback proactively can impact employees' performance 16% more than managers whose employees must seek out informal feedback.

Provide Feedback as Close as Possible to the Event

There are many opportunities to provide feedback to your direct reports. Ask yourself the following questions each day. This will help you identify opportunities to provide quality informal feedback and serve as a reminder to provide feedback as soon as possible after the event. (Suggestion: post this list of questions in your office)

Positive Feedback Opportunities

- Did any of my employees demonstrate improvement in a development area?
- Did my employees go out of their way to support their teammates or other colleagues?
- Did my employees demonstrate the organization’s values?
- Did any of my employees go above and beyond what I asked of them?
- Have I heard positive feedback from others about my direct reports?

Development Feedback Opportunities

- Did I see opportunities for improvement in my employees’ work?
- Did I see behaviors from my employees that reflect poorly on the team?
- Did any of my employees fail to meet my expectations for their performance?
- Are any of my employees struggling with a particular task or skill?
- Have I received constructive feedback from others about my direct reports?

Utilize All Available Feedback Channels

Don’t let the challenge of finding time for face-to-face interactions limit the amount of feedback you provide. While face-to-face conversations is the most common method of delivering informal feedback, it is not the only method at your disposal. Other feedback channels have been shown to be just as effective as face-to-face, including:

- E-mail
- Instant messaging
- Phone conversations
- Written notes