

# Weekly10

WEEKLY10 CUSTOMER BEST PRACTICE GUIDE

# The power of ad-hoc feedback

Send and receive ad-hoc feedback across teams and peers to get specific and timely insights into your performance



# Ad-hoc feedback: what's the scoop?

We're champions of feedback here at Weekly10. And we know you are too. After all, that's why you're using Weekly10 in the first place!

There are lots of ways to give feedback in Weekly10, and each has a specific use case.

Where the check-in's more focussed on two-way employee - manager feedback at a set cadence, ad-hoc feedback gives more flexibility.

Ad-hoc feedback enables your people to give or request feedback from any colleague at any time. It can feed into the next check-in or performance conversation too.

- Just completed a short project working in a temporary team? Ask them for feedback.
- Just delivered training to a group of new starters? Send out some feedback to each.

Whatever you need it for, our ad-hoc feedback tool's here to help.



# Benefits of ad-hoc feedback

## Ad-hoc is timely

Feedback has a window of about 72 hours where it's at its most effective. After that, its impact reduces because context is forgotten too.

Ad-hoc feedback allows your people to share feedback (or request it) when it's most needed.

50%

Feedback given more than 10 days after an event is half as likely to impact future performance than feedback given immediately.



## Ad-hoc powers even more recognition

Ad-hoc feedback encourages your people to recognise their peers in the moment.

Even with a weekly check-in, it's possible that some kudos is missed when it comes to sharing recognition. But with ad-hoc feedback, there's an extra channel always accessible for sharing a quick 'thank you' or 'well done'.

47%

of employees would leave a company that failed to recognise their efforts or say thank you when deserved.

## Ad-hoc is flexible

A weekly check-in builds and supports better communication between managers and their employees. But, it's not the best solution for inter-team feedback.

Ad-hoc feedback gives anyone in the company the opportunity to request or give feedback to anyone else at a time that suits them.



# How to use ad-hoc feedback

We've all been there. You've just delivered on a project, you think it's gone well but no one's really said much beyond the polite "good job".

If you're lucky, your manager will have some valuable feedback for you during your next 1:1 or performance review; whenever that is!

But what about feedback from peers, teammates, and the people you collaborate with on a daily basis?

That's a perfect opportunity for you to use the ad-hoc feedback feature in Weekly10.

Here are 5 ways customers are using ad-hoc feedback.

**01** Project debriefing

**02** Training programme reviews

**03** Presentation feedback

**04** Evaluating event success

**05** Leader-to-employee feedback

# Using ad-hoc feedback in Weekly10

Armed with ad-hoc feedback, you can create a more holistic and timely approach to sharing feedback outside of the manager <> employee relationship.

## To send or request ad-hoc feedback

- On the 'Me' dashboard, look for the 'Feedback' tab.
- Select the tab and choose whether to give or request feedback.
- In the window that appears you need to begin by typing the name of the colleague you are giving feedback to, or requesting it from. As you type the best matches will display.
- Next, select whether or not you would like your own manager included in this process. Ticking the box here will share any received or given feedback.
- If requesting feedback, use the one text box to specify what you are seeking feedback about. If sharing feedback, you have an additional textbox for actually providing your feedback.
- Open request for feedback will remain visible in your 'Feedback' tab. You'll receive a notification when feedback is received.

The screenshot shows the Weekly10 'Me' dashboard. The 'Feedback' tab is selected in the navigation bar. Below the navigation bar, there are buttons for 'Request feedback' and 'Send feedback'. A table titled 'Received feedback' is visible, showing a feedback entry from Mohammed Bennett regarding the FY22 Q2 reporting session.

Feedback from	Topic	Feedback	Requested	Provided
Mohammed Bennett	How do you feel the FY22 Q2 reporting session went?	Was it useful? Are there any changes you would recommend?	Apr 1 2022	Pending

The screenshot shows the 'Provide Feedback' form. It includes a search box for the recipient, a checkbox for 'Share feedback with your manager?', and text boxes for 'What is the feedback topic?' and 'What feedback would you like to give?'. A 'Send feedback' button is at the bottom right.

## Need more on ad-hoc feedback?

Ad-hoc feedback is a super useful tool to help you build a more rounded culture of feedback within your teams.

If you're interested in knowing more, contact your Customer Success Partner or check out our ad-hoc feedback support pages.

If you're already using ad-hoc feedback but would like any support at all, please reach out.

[We're here to help.](#)

For industry insights, head to [weekly10.com/resource-hub](https://weekly10.com/resource-hub)

For product support, head to [weekly10.com/support](https://weekly10.com/support)

