

Feedback cheat sheet

The importance of feedback

- 81% of managers of high performing teams believe two-way transparent feedback is the most effective tool to drive success (**Harvard Business School**).
- 69% of employees feel feedback is essential to keeping them productive (**Zenger Folkman**).
- Managers who use regular employee feedback reduce turnover on their teams by more than 15% compared to managers using sporadic feedback (**Gallup**).



Traditional approaches aren't enough

- Traditional tools for sharing feedback include performance reviews and employee surveys.
- 8 in 10 managers see little lasting benefit to reviews. 72% of employees agree.
- Performance reviews are often far too infrequent, process heavy and impacted by recency bias.
- Employee surveys suffer from a lack of transparency meaning taking action is difficult. Often bypass managers altogether.



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F.A.S.T.T. Feedback

Studies show the importance of effective feedback between managers and their teams when it comes to growing engagement & performance.

F.A.S.T.T. is a simple framework to power-up your own feedback:

F = Frequent

Research shows feedback is less effective at changing behaviours if it's more than 2 weeks after an event.

Feedback should happen weekly for most impact.

A = Appropriate

Feedback needs to be framed positively (**focus on improvements**), be tactful and simple to follow.

S = Specific

Feedback must be related to observed behaviours, performance or against a clear and measurable goal. Be sure to **include clear expectations, what wasn't quite right and plans for improving**.

T = Transparent

Honest and open feedback is the only way to impact future performance. It also **helps build trust** within your team when everyone knows they're able to speak freely.

T = Two-way

Feedback needs to flow down and up the chain of command. **Great managers request feedback from their people and listen to it.**

Introducing the **employee check-in**

Employee check-ins are a better way of sharing and collecting feedback in your team.

Create the regular space and time for your people to raise issues or highlight successes with a 10-minute check-in they can complete no matter where they are working from.



What is an employee check-in

- Check-ins are a light-touch process that makes sharing feedback quick and easy.
- A more timely and continuous approach to feedback.
- They are best thought of as a light survey run on a frequent cadence (ideally weekly).
- Focus is on your employee's experience of work as well as progress towards objectives.

How to run a check-in

- Ask a few set questions of your people each week.
- This can be done as a simple email, as a spreadsheet or online with tools such as Weekly10.
- Employees should spend no more than 10-minutes answering questions.
- Managers take a couple of minutes to review and feedback on responses from your people. Make sure to book in some 1:1 time if a deeper dive is needed.

Top tips for an effective check-in

- **Use core and rotating questions.** Core are asked every check-in to target some vital topics such as successes and challenges. Rotating come in as and when, to target pertinent topics and keep things fresh for your people.
- **Aim for weekly.** Research shows weekly is the ideal frequency for sharing effective feedback.
- **Ensure you respond to feedback.** It isn't enough to simply ask for feedback. It's vital managers engage with their people on the points raised and take action where required.

5 core questions for a check-in

- What successes have you had this week?
- What challenges have you had this week?
- Is there any support, equipment or training you need from me/the company?
- Do any colleagues deserve a shout out this week for doing a great job?
- From 1-10, do you feel you have everything you need to be at your best at work?

5 rotating questions for a check-in

- Is there anything you'd like to discuss at our next 1:1?
- What could we as an organisation be doing better?
- On a scale of 1 to 10, how likely is it that you would recommend this company as a place to work?
- What has been your single biggest work achievement over the past 6 months?
- How are you finding working remotely this month?