

MAKING THE MOST OUT OF FEEDBACK



1) Understanding different types of feedback channels

There are 2 different types of feedback channels: **formal** and **informal**. Examples of both types of channels in the ICA context have been listed below.

FORMAL

- Performance reviews
- PULSE survey
- Morale Sensing survey
- Employee Engagement survey
- 360-degree feedback

INFORMAL

- Conversations at the pantry
- Team huddles
- Chats during lunch or tea break
- Daily conversations during work

2) Understanding the 3 different types of feedback, and what they are telling you

There are 3 types of feedback: **positive**, **negative**, and **constructive**. Understanding what each type of feedback means will help you to better utilize them to enhance your team's performance. Please see below for more details and examples.

	Positive Feedback	Negative Feedback (Objective or Subjective)		Constructive Feedback
What information does the message contain?	The team feels that what you have done has worked well for them, and they may or may not mention specific positive behaviors that you have displayed.	The team feels that what you have done has not worked well for them, and they will mention objective negative behaviors that you have displayed.	The team feels that what you have done has not worked well for them, and they will NOT mention objective negative behaviors that you have displayed.	The team feels that what you have done has not worked well for them, and they will offer alternative solutions or give suggestions on how to change your behavior.
What should I do in response?	Build upon existing good behaviors. If none are mentioned, follow-up with your team to find out specific behaviors which you should keep displaying.	Correct the highlighted behaviors.	Follow-up with your team to find out some of the specific behaviors which can be corrected , as such feedback alone does not give you any information on how you can change.	Build on your team's suggestions to change how you act in the future.

Examples of the different types of feedback:

"XXX has been working hard, or fast, to address all the officers' concerns about the workplace, working conditions. The improvements came readily fast. From time to time also can see XXX engaging in talks with officers."



Positive Feedback

"XXX likes to belittle and berate their officers and insult their capability. This is very degrading and demoralizing for us and affected our morale adversely."



Negative Feedback (Objective)

"XXX gets his/her way so he/she looks good. In the end we are all exhausted and just do what he/she tells out of weariness"



Negative Feedback (Subjective)

"New processes are not explained clearly and any updated messages are not passed on correctly. There are some differences in opinions on some issues. Good if XXX can compile some case studies to be



Constructive Feedback

3) How should I respond to the feedback from my team?



Stay objective. In the case of negative feedback, don't get defensive.

1. Don't fixate on only one point. Instead, **look at all the feedback you have received** to get a better picture of the situation.
2. Talk to your team member(s) to try to **understand how they might be feeling and why.**



Understand the situation by asking the right types of questions to get more details.

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Maintain open comms with your team to build trust.

1. **Be transparent** about the feedback you have received and highlight both the good and bad.
2. **Be proactive** in clarifying any issues and misunderstandings that occur along the way.



Acknowledge your own vulnerability and willingness for growth.

1. **Be open about the challenges that you are facing.** This will make your team members become more willing to share about their own challenges.
2. **Provide support to team members** so that they can continue to perform well in spite of the challenges they may be facing.

4) How can I use feedback to improve my team's performance?



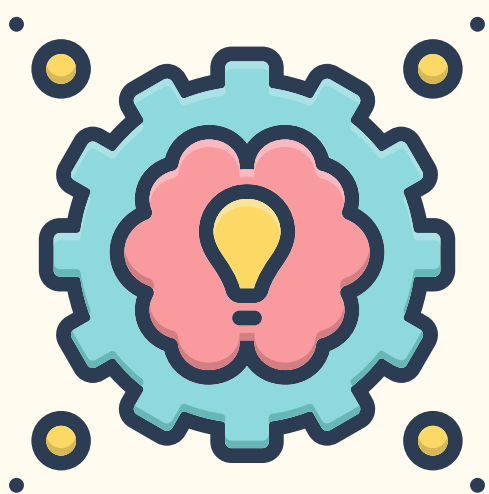
Set clear, actionable goals to work on

1. Include **measurable items** that you can use to keep track of your progress.
2. **Make changes** along the way if necessary.



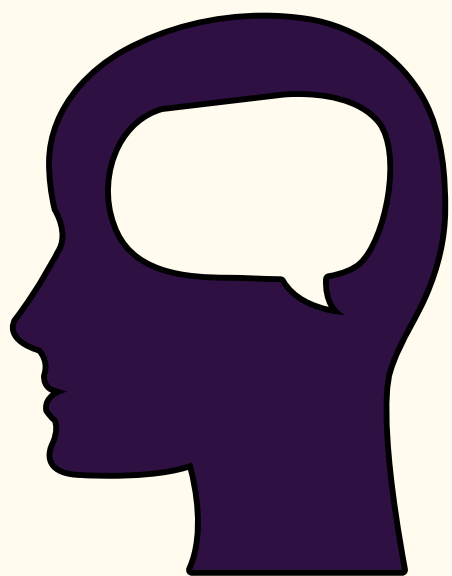
Focus on working on a few **key issues**

1. Select issues which were **repeatedly brought up by more than one person**.
2. **Avoid working on too much at once** as it will stretch those involved too thinly.



Consciously practice new skills and behaviors to improve

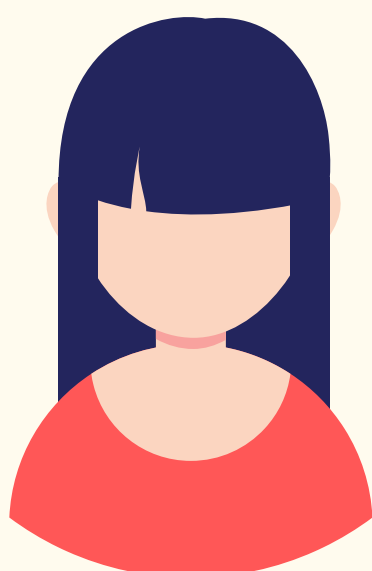
1. **Ask for and be open to feedback** while practicing these new skills and behaviors.



Reflect on the outcomes of your interventions

1. **Have you been successful in adopting** the new skills and behaviors that you wished to adopt?
2. Has this change been **successful in addressing the areas of feedback** raised by your team? If no, what more can be done (e.g. are there other skills or behaviors that might work better)?

Look out for other Psy Hub resources on Team Communication for tips on how to communicate effectively with your team!



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Scan here to take a look at our references!

