



MINI GUIDES

Creating a
**FEEDBACK
SYSTEM**
[that works]

FEEDBACK SYSTEMS

an introduction

What is a **FEEDBACK SYSTEM?**

A *feedback system* is a structured process that collects information, evaluates performance, and provides input to individuals or organizations. It enables improvement, informed decision-making, and positive change in areas like performance, productivity, and growth.

Why is it **IMPORTANT?**

An effective feedback system is crucial for success.

It provides valuable insights and guidance, enabling individuals and organizations to identify strengths, address weaknesses, and enhance performance.

It fosters a culture of continuous improvement, boosts employee morale, drives innovation, and promotes personal and professional growth.

Ultimately, it empowers individuals and organizations to achieve their full potential and excel in their respective endeavors.

FEEDBACK SYSTEMS

step-by-step process



FEEDBACK SYSTEMS

PREPARE

1

Define **purpose** and **objectives**

Clearly articulate the purpose of the feedback system and the specific objectives you want to achieve. Consider whether the system will focus on performance evaluation, skill development, or a combination of both.

2

Identify **performance indicators**

Determine the performance indicators that will be used to assess performance and track progress. These could include metrics like sales targets, customer satisfaction scores, or project completion rates. Align the performance indicators with the organization's overall goals and strategy.

3

Establish clear **evaluation criteria**

Develop well-defined evaluation criteria that align with the performance indicators and provide a basis for measuring performance. Ensure that the criteria are objective, specific, and relevant to each employee's role and responsibilities.

4

Choose appropriate **feedback methods**

Consider the various methods of feedback, such as one-on-one meetings, performance reviews, 360-degree feedback, or real-time feedback tools. Select the methods that best suit your organization's culture, size, and the nature of the work being performed.

THINGS THAT HELP

Definition of **vision** and **mission**

Goals setting and alignment

Organisational maturity assessment

Competency mapping

Position profiling

FEEDBACK SYSTEMS IMPLEMENT

5

Conduct **training** for managers and supervisors

Provide training to managers and supervisors on how to deliver effective feedback. They should understand the importance of constructive criticism, active listening, and the use of specific examples to support their feedback. Emphasize the importance of providing both positive and developmental feedback.

6

Foster a **feedback-friendly culture**

Create an environment where feedback is encouraged, valued, and seen as an opportunity for growth. Promote open communication channels and ensure employees feel safe and comfortable giving and receiving feedback. Encourage peer-to-peer feedback and regular check-ins.

7

Implement **regular feedback sessions**

Schedule regular feedback sessions between managers and employees. These sessions can be monthly, quarterly, or annually, depending on the organization's needs – although the end goal is to have regular 'pulse' sessions as frequently as possible. Use these sessions to discuss progress, provide guidance, and address any concerns or challenges.

THINGS THAT HELP

Customised **training programs**

Structured **feedback sessions**

Set up of **feedback channels**

Performance review **worksheets**

FEEDBACK SYSTEMS REVIEW & SUSTAIN

8

Document feedback and **set goals**

Ensure that feedback is documented accurately and shared with the employees. Use this documentation to set specific, measurable, achievable, relevant, and time-bound (SMART) goals that align with the employee's development needs and the organization's objectives.

9

Follow-up and **support** development

Monitor progress and provide ongoing support to help employees achieve their goals. Offer resources, training, mentoring, or coaching to enhance individual development. Regularly revisit feedback and goals to track improvement and make adjustments as necessary.

10

Evaluate and refine the feedback system

Periodically assess the effectiveness of the feedback system through surveys, focus groups, or individual interviews. Gather feedback from employees, managers, and other stakeholders to identify areas of improvement and refine the system accordingly.

THINGS THAT HELP

Individual development plans (IDP)

Additional check-ins and **skills development** initiatives

Mentoring and coaching programs

Employee **focus group** facilitation

Engagement interviews and surveys



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We hope it was helpful.

If you would like to explore how can SB&A help you and your organisation, do not hesitate to contact us!



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