



When I first became a supervisor I was so intimidated by feedback that when I knew I had to give it the night before I would write out what I wanted to say verbatim and then stand in front of a mirror and practice.

This was only after months and months and months of not giving any feedback at all.

Sound familiar?

What was I so afraid of?

What are you so afraid of?

In other videos, we will dig deeper into those fears.

But I want to point out here that in addition to those fears, most of us have not had a good history with feedback.

We've either not received it at all or the feedback we have received wasn't very helpful.

After these videos, you are going to be able to give the great gift of effective feedback to your staff. As a result they are going to experience the benefits of it and really understand the purpose.

Of course, we always need to understand the purpose of anything that we do.

When it comes to feedback, in the simplest terms, the purpose is growth.

Anytime you give feedback to somebody else, the purpose should be growth.

Anytime you solicit feedback from anybody else, your purpose should be growth.

This is your anchor.

When you're deciding whether or not to give feedback, ask yourself if the intention is to help this person grow.

If not, you may need to adjust the way you plan out that conversation or maybe you realize you shouldn't have that conversation at all.

Make sure you check out the resources in this section for further explanation.

In all the work I do, I reference Gallup's work, particularly the Gallup12.

The Gallup12 is such a helpful tool to understand what our staffs need from us.

It comes out of extensive research of over a million U.S. workers about what they need to be successful and satisfied in their jobs.



The number one thing is understanding their expectations, yet only about half of people do. This is where feedback comes in. By having consistent conversations with your team, being honest and upfront, you can help them understand what their expectations are and if they're meeting them or not.

In the same way, your staff can hold you accountable to make sure that you're meeting the expectations that they have of you as their supervisor.

As you look through this list, you'll notice that almost all of the items- and you could probably make an argument for every one of these items- is related to feedback in some way, shape, or form.

You can use this as a guide in your conversations around feedback, in your conversations giving and receiving feedback to make sure that your staff are getting what they need.

They want and need feedback from you.

One of the reasons or excuses I often hear from supervisors for not giving feedback is 'oh, my staff don't really need it' or 'they don't really want it.' But nothing in the research supports that.

In fact, the opposite is true.

People want feedback, but they want good, effective feedback. This seems to increase as the age decreases. (I think I said that right.)

Employees on the whole- about 60%- said they want feedback weekly if not daily. That number jumps all the way up to 72% for Millennials, yet only about 28% of people say they're currently receiving regular feedback.

Even fewer say that the feedback they are receiving helps them do their jobs better.

So, they're not receiving enough of it and what they are receiving isn't helping them grow.

Not surprisingly, organizations who do give regular feedback have less turnover.

When people know what is expected of them, when they know where they stand, and when they are given praise, and they're given opportunities to grow, they want to stick around.

That should not be surprising.

There are many benefits of effective feedback, some of which are listed here.



Of course, growth is always at the center.

People knowing where they stand so there are no surprises increases performance.

It strengthens relationships.

It helps you as a leader and it helps you grow other leaders.

Ultimately it helps with your staff retention.

Almost any positive metric that you can come up with for the specific work that you do, feedback is going to impact that.

As a supervisor it is your obligation and your privilege to help your team grow. Feedback is at the center of that. When you learn how to do it well- when you finish going through these videos and you're able to provide this opportunity and this gift to your staff, you are going to witness not just their satisfaction- though that's important- their satisfaction, their productivity, their performance, and their growth.

Also when you learn to get over your own stuff when it comes to receiving feedback, you will also increase your satisfaction, your growth, your leadership potential, and your success.

Remember the purpose of feedback is growth.

Let's use this as your anchor and let's continue.