



Strategies to Provide Employee Feedback

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YOUR PRESENTER



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“Human first, employee second.” – April Lewis

After today, you will be able to



- Deliver productive feedback to your employee in-person and virtually
- Confidently and constructively provide feedback in positive and negative situations
- Cultivate a practice of giving consistent feedback





MINDFUL MOMENT



RECEIVING FEEDBACK

What was your *best* and *worse* experience receiving feedback?



RECEIVING FEEDBACK

What impacted how you felt about it?

Was it the feedback, how it was said, who said it, etc.?



WHAT IS FEEDBACK?

Information, or a reaction, to a product or a person's performance.



WHAT IS FEEDBACK?

Feedback is provided to improve a product or performance.

Feedback doesn't not focus on personality.

WHY IS FEEDBACK IMPORTANT

- React to something that was produced
- Performance Review (good or bad)
- Initiate disciplinary action
- Grievance





BUT WHAT IF?



- It's a sensitive topic
- You are nervous
- Unsure how to address the situation
- Emotionally impacted by the situation
- You don't want to "over praise"
- You have unconscious biases
- Simply don't want to do!

IF NOT ADDRESSED...



- The situation is repeated
- There may be disruption
- Forget to recognize good behavior
- The “rumor mill” takes over
- Toxic, or unsafe, work environment
- The employee doesn’t grow and develop



The goal is to give **productive** feedback.

Which means it has to *produce* a desired result.

ABOUT ME



- 10+ year healthcare background
 - FQHC, PCA, IPA, NACHC
- U.S. Army Veteran
- Currently serving as Interim COO of a FQHC
- Certified Executive Coach
- Certified Neurolinguistic Programming (NLP) Practitioner
- Certified D.I.S.C. Facilitator
- Education: Mass Communications and Human Services
- Lover of tacos



STORYTIME



10 days of silence





**THE INTENT OF
YOUR FEEDBACK IS
MOST IMPORTANT**



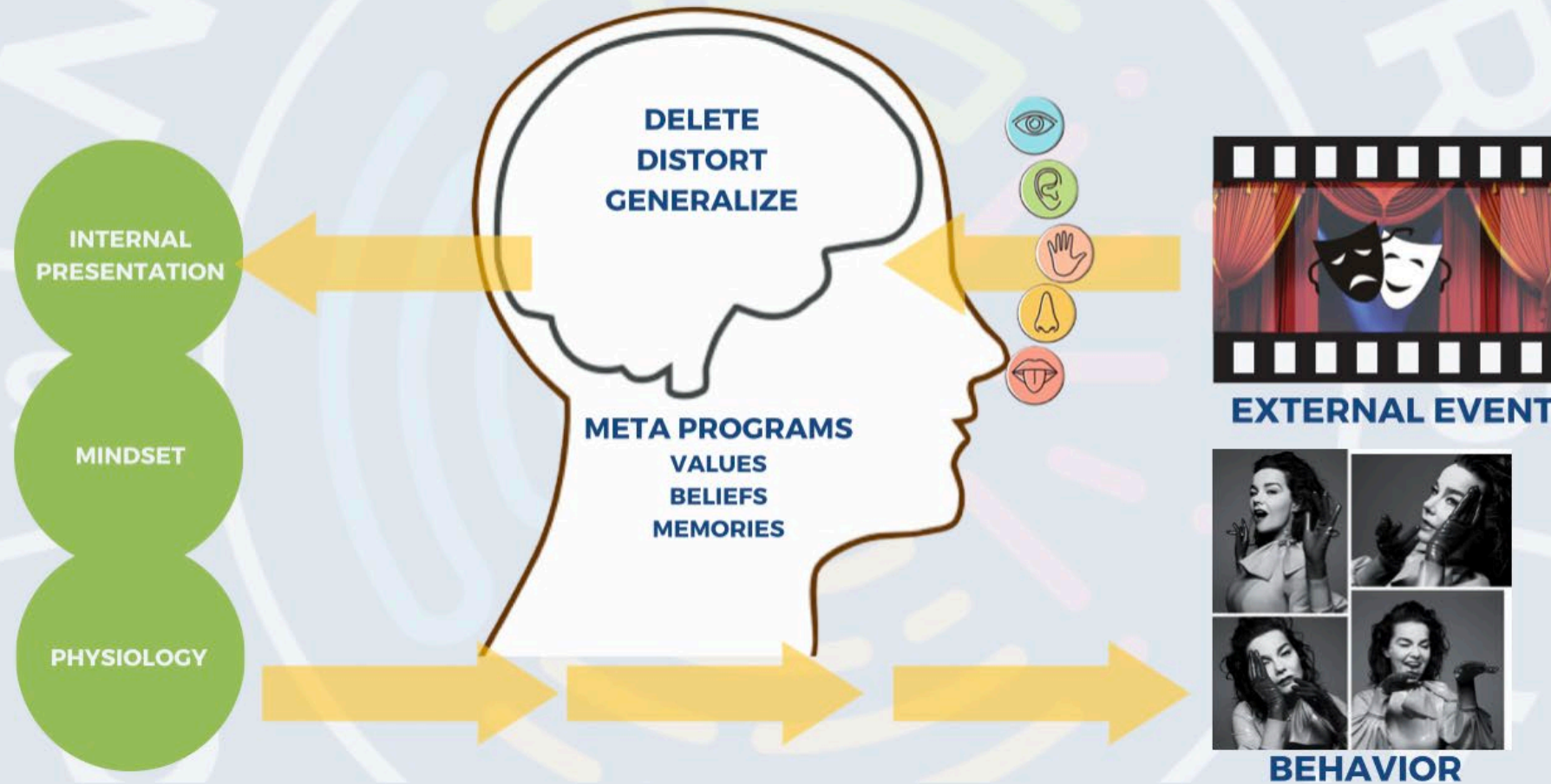
*Proper preparation
prevents poor
performance.*

-Professor Jeralds
University of South Carolina



Strategies to Give Employee Feedback

The NLP Communication Model





WHAT HAPPENS WHEN YOU COMMUNICATE



Words - 7%

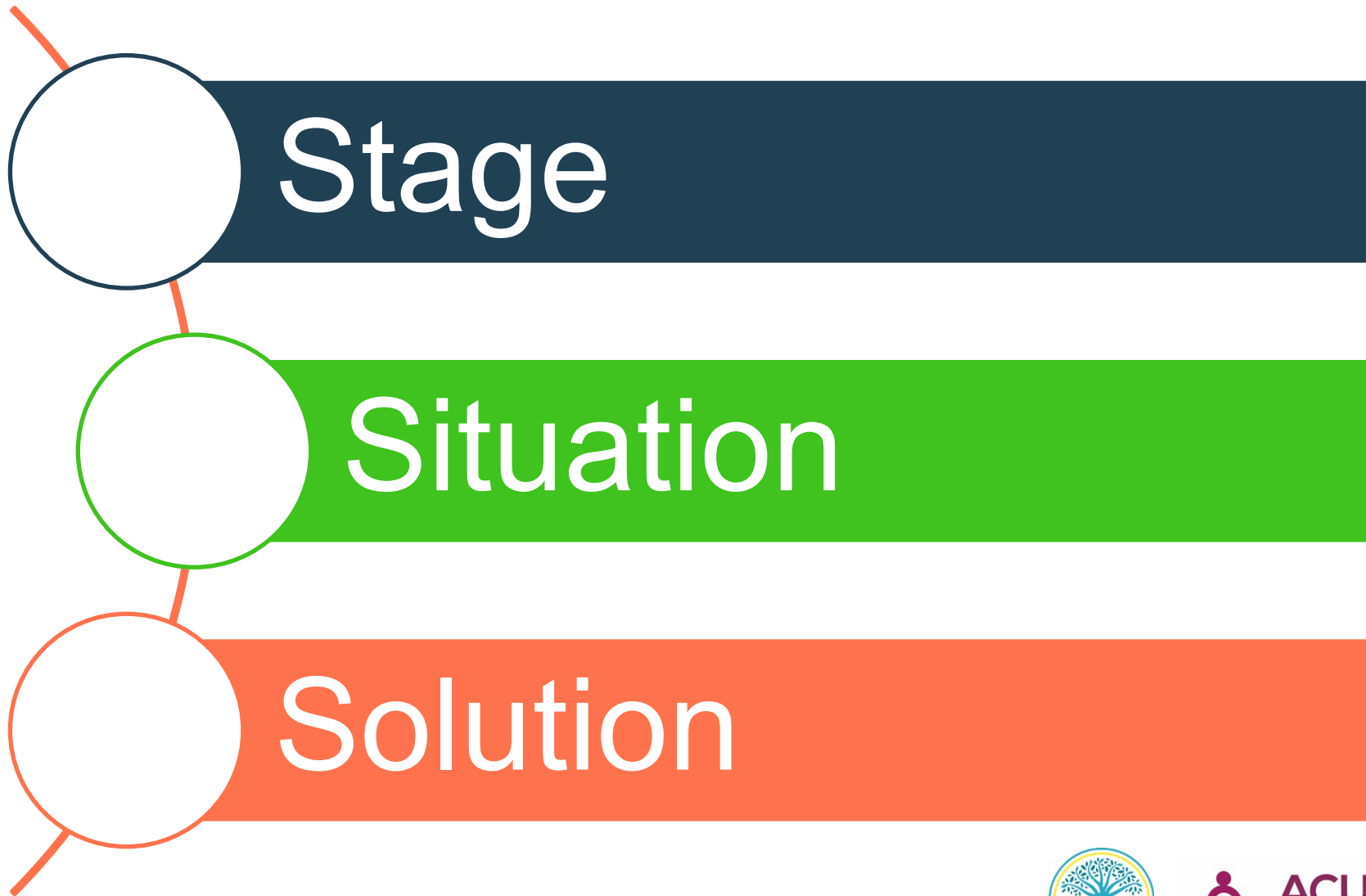
Tone - 38%

Body Language - 55%

Albert Mehrabian's 7-38-55 Rule

3s to Feedback Success







Set the Stage



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Set the Stage

Location

Where is the best place to have the conversation

Time

When is the best time to have the conversation.
Consider calendar, timing of incident, external events

Framing

Build rapport and state the purpose and intent of the conversation



Situation



Situation

State the facts

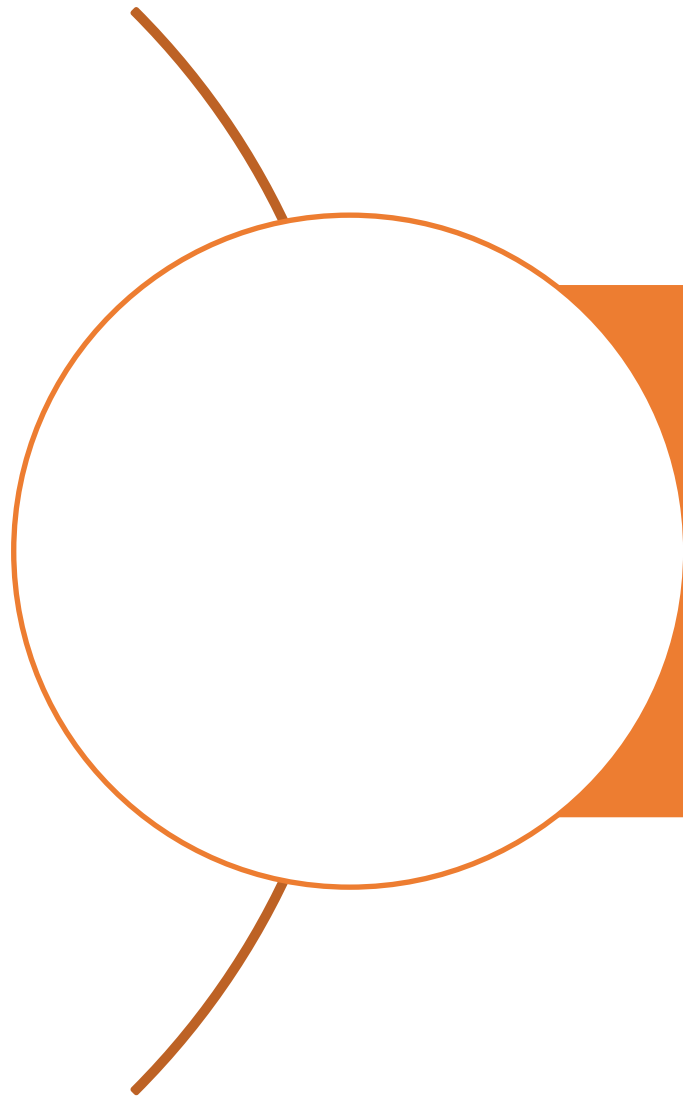
Say what happened or did not happen

Objectivity

Do not give advice and remain neutral

Impact

What happened as a result of the behavior



Solutions



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Solution

Desired Outcome

What do you want to happen after the conversation

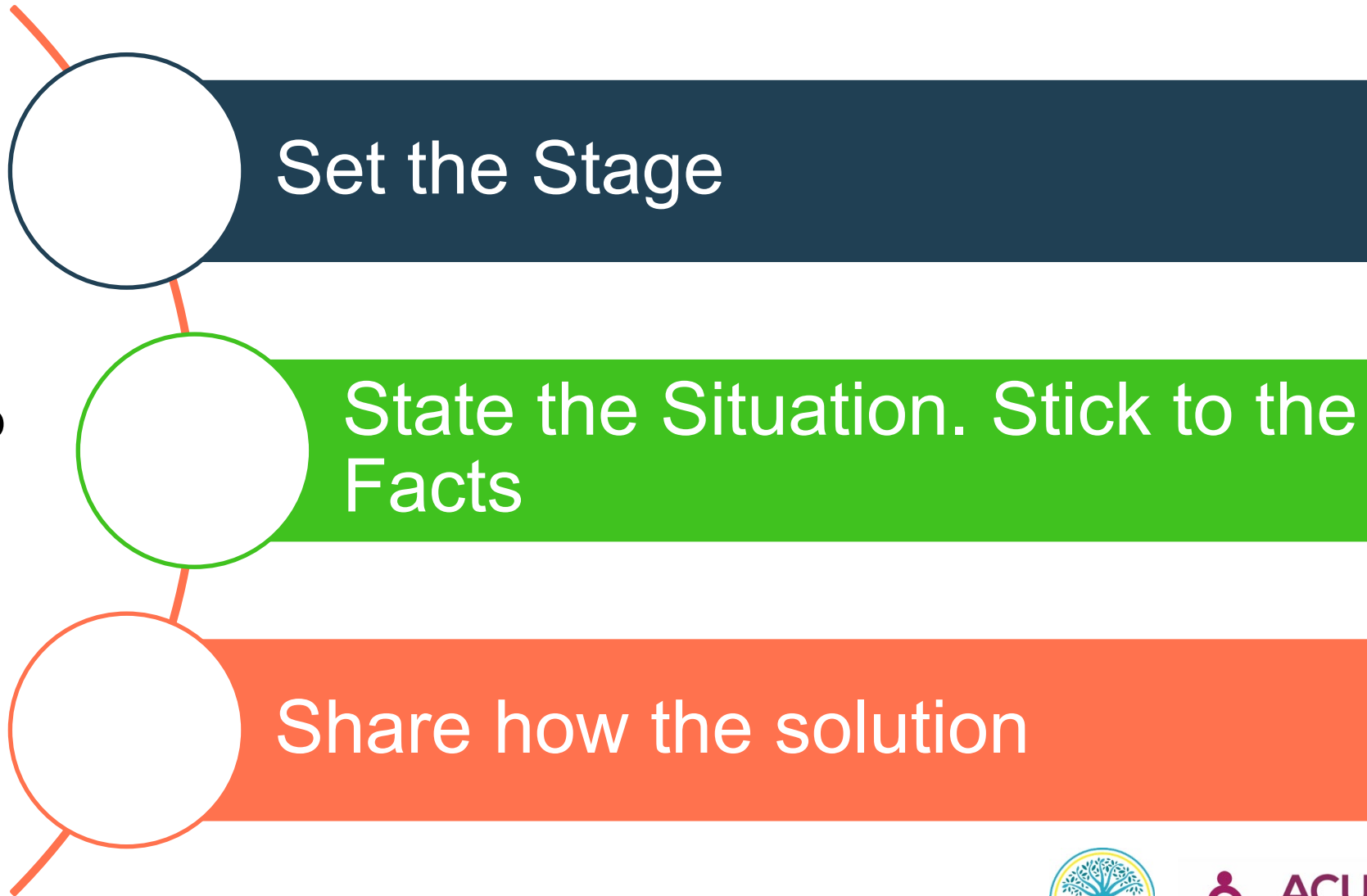
Listen

Allow your employee to respond to the situation

“Throw” to next event

State expectations moving forward; or how to continue positive behavior

RECAP





TIPS TO ENGAGE

- Safety is top priority – physical and psychological
- Reschedule if the conversation gets heated
- Bring in a witness if needed
- Reframe “why” questions
- Don’t take anything personally
- Lead the conversation to the desired outcome

CULTIVATE A PRACTICE OF GIVING FEEDBACK



- Facilitate recurring 1:1s and share feedback
 - Empower your employee
 - Be consistency
 - Compassionate check-ins
 - Address and remove blockers
 - Listen and coach
- Be fair and equitable when giving praise
 - Create a space to share success stories
 - Spotlight exceptional work



QUESTIONS



Let's connect and
continue the
conversation!

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STAR² CENTER RESOURCES

- Self-Assessment Tool
- Health Center Provider Retention and Recruitment Template
- Financial Assessment Tool
- Strategic Workforce Planning Workbook
- Chief Workforce Officer Toolkit
- Building an Inclusive Organization Toolkit
- Pay Equity Checklist

You can find all of these resources and more by visiting:

<https://chcworkforce.org/bundle/star%c2%b2-center-original-resources/>

- [Webinar: Dick Finnegan – The Power of Stay Interviews](#)

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chcworkforce.elearning247.com

And the STAR² Center's Podcast Series, STAR² Center Talks Workforce Success:

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