

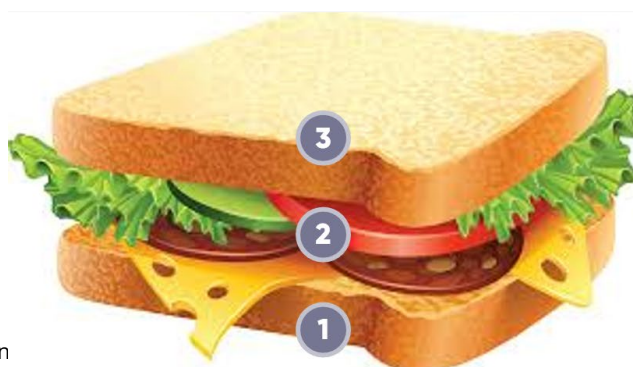
### Give Effective Feedback to Your Employees

Providing feedback effectively to your employee is about supporting, understanding, and reflecting on what works well and what needs to be improved. It is always important to consider how the feedback will be of most value to the receiver. Feedback that acknowledges good work will motivate your staff to continue to perform well and improve, while feedback that is aimed at correcting performance can result in much-improved behaviour when the discussion is supportive and not reactive.



How to give feedback	
Be timely	All feedback should be given as soon as the task or behaviour is observed.
Be specific	Open the discussion by stating the issue, then describing how you feel about it, and ending with what you want.  Include examples such as SOPs to illustrate the process that you would like followed.
Be realistic	Feedback should focus on what can be changed. Try to avoid using the words "always" and "never" when describing the issue.
Offer continuing support	Let employees know you (or their mentor) are available if they have questions.
Balance the content	Use the 'sandwich approach*. Begin by providing comments on specific strengths. This provides reinforcement and identifies the things the recipient should keep doing. For example, "I like that you show care with our livestock."
Monitor performance	Check in and follow up to find out if there is improvement or not.
Finish on a positive note	All employees appreciate acknowledgement of their contribution in the workplace.

\* The sandwich approach



- Positive feedback  
**Closing sentence**  
End with positive feedback – encourage them
- Corrective feedback  
**Improvement details**  
suggestions on how they can improve
- Positive feedback  
**Topic sentence**  
What they have done well/ strength in their work

## The value of feedback

- Positive and ongoing feedback builds trust and loyalty.
- Feedback that acknowledges good work motivates staff to continue to perform and improve.
- Corrective feedback on performance could result in much-improved behaviour

## How often should my staff receive feedback?

- It is common to think that if everything is going well, to let non-performance issues slide.
- Both positive and corrective feedback should be given regularly so it becomes a normal part of farm culture.
- Giving frequent feedback sets the expectation that all employees are working to continuously improve the farm business.

# THINGS TO REMEMBER ABOUT FEEDBACK

**1** 

**Goal-Referenced**  
Feedback is not an advice, praise, or evaluation. Feedback is information about how we are doing in our efforts to reach a goal.

**2** 

**Tangible and Transparent**  
Feedback should reference tangible results related to the goal of the farm or business

**3** 

**Actionable**  
Feedback should include specific action that new employees can take to improve.

**4** 

**User-friendly**  
Feedback only has value if recipient understands what is being communicated.

**5** 

**Timely**  
The quicker feedback is provided, the more useful it is.

**6** 

**Consistent**  
Optimal feedback is consistent and object through the sue of descriptive processes.

**7** 

**Ongoing**  
Feedback should be a an ongoing cycle where employee have the opportunity to make changes based on given feedback.