



Delivering Virtual Feedback

Fall Conference
September 10-11, 2020



Conference Line-Up

Register at OrgVitality.com

Thursday, September 10th (all times EDT)

- 11:00-11:30 Managing People In 2021 and Beyond
- 11:45-12:45 Creating Impactful Diversity and Inclusion Programs
- 1:00-1:30 Implementing a Mental Health Program in your Organization
- 2:00-2:30 Leveraging Employee Confidence During Economic Downturns
- 2:45-3:15 It's Time for a New Playbook: Leadership Lessons for COVID-19 Recovery
- 3:30-4:00 Delivering Feedback that Inspires and Motivates your Remote Team
- 4:30-5:00 What the Heck Are Your Employees Thinking These Days – And Why You Need to Care

Friday, September 11th (all times EDT)

- 11:00-11:30 Re-Onboarding a Pandemic Workforce
- 12:00-12:45 What? An Agile Performance Management Upgrade?
An Employee-Led Hack at PepsiCo
- 1:00-1:30 How to Build the Anti-Racist Organization
- 2:00-2:30 Listening During Times Of Crisis
- 3:00-4:00 Crafting The Executive Message In Today's Survey Results



The Presenter



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Consultant

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Over 16 million have transitioned to working from home

Disrupted the way we work

- More isolated
- Zoom fatigue





Assessing Performance Is Still Essential

- Aligns behaviors toward a common goal
- Lets people know what they are doing well and what opportunities they have to improve.
- Reinforces behavior and celebrates successes
- Provides insight into capabilities and developmental needs of team and workforce
- Motivates and inspires (hopefully)

The aim of reviewing the subordinate's performance is to increase his effectiveness, not to punish him. But apart from those few employees who receive the highest possible ratings, performance review interviews, as a rule, are seriously deflating to the employee's sense of worth

- Renis Likert, 1959

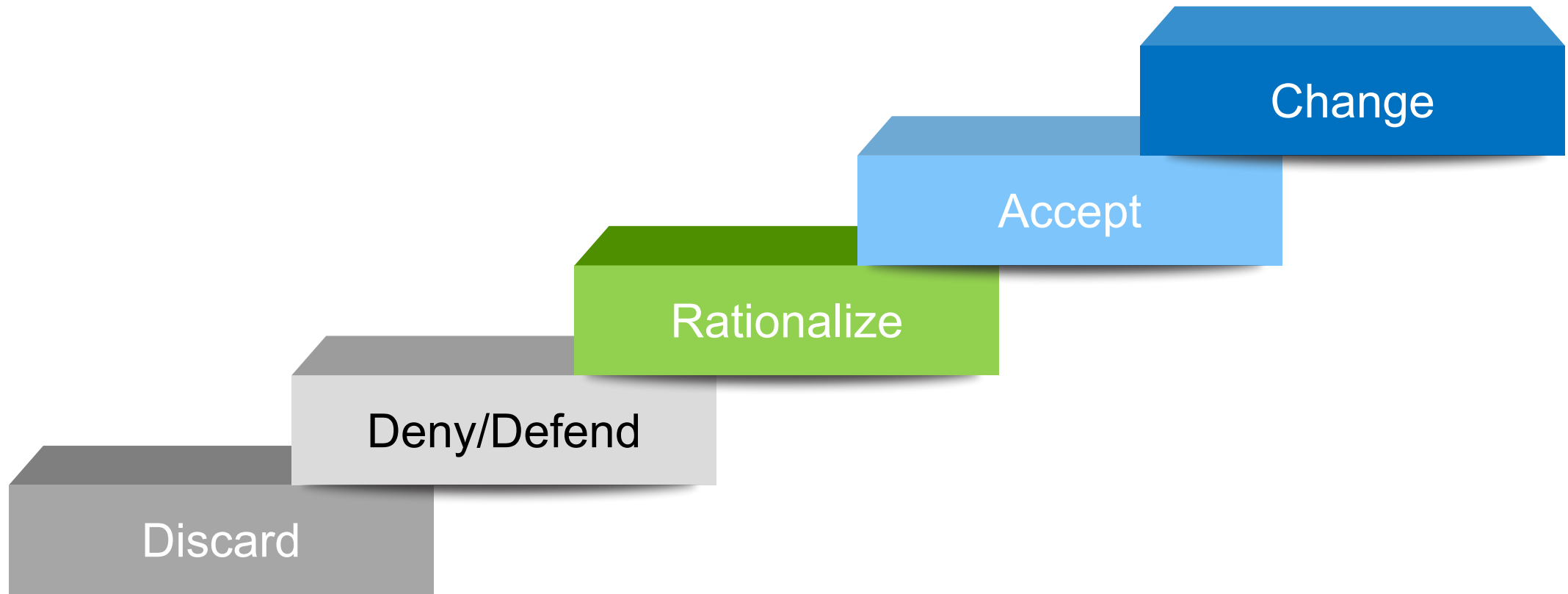
Employees

- Feel uncomfortable having their flaws and mistakes pointed out
- Often find it one-sided, overly negative and demotivating

Managers

- Find it time consuming and stressful
- Want to avoid conflict
- Don't feel they have the skills to do it effectively
- Lack of accountability

Reactions to Feedback





When



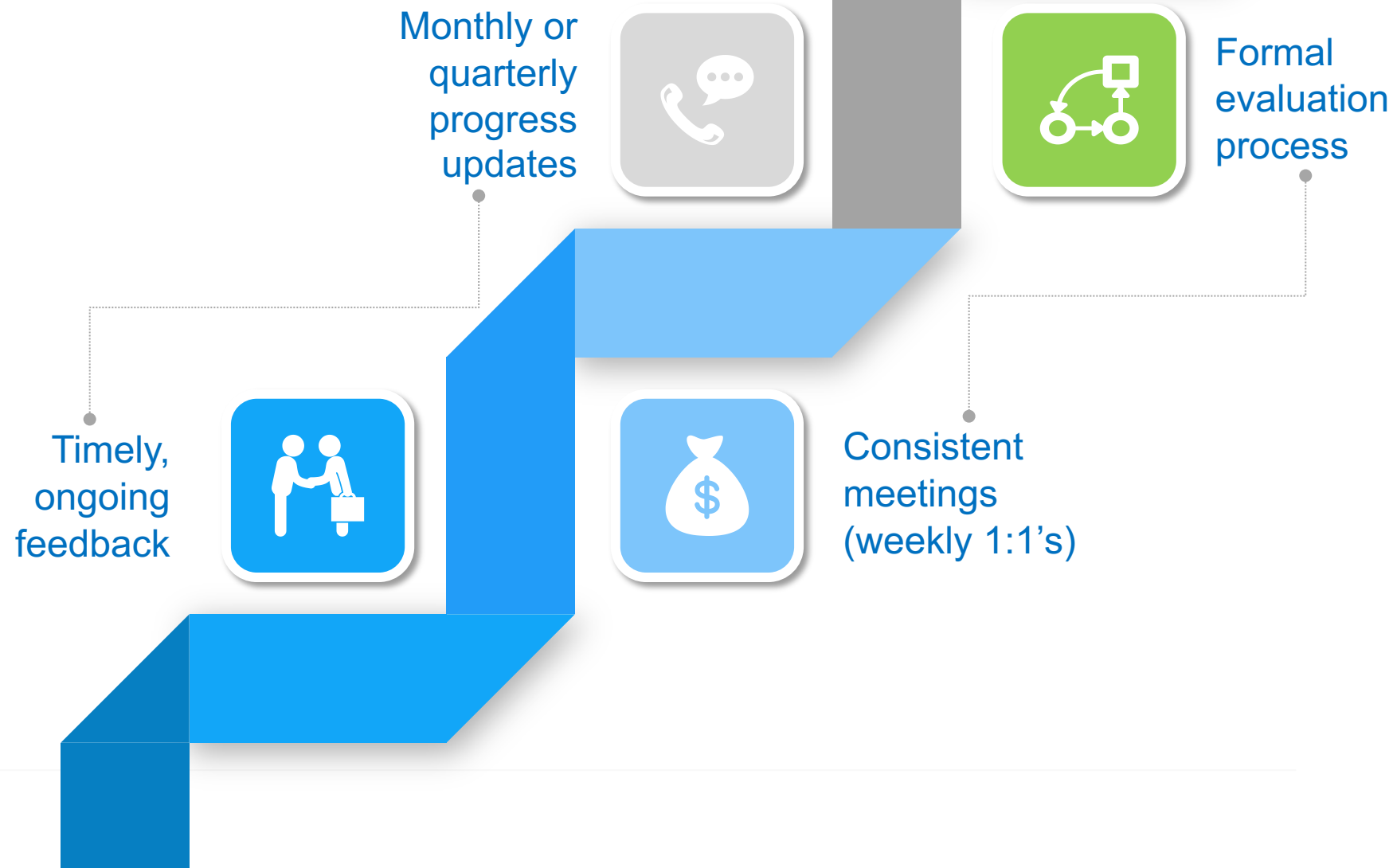
What



How

When to give feedback

- Should be an ongoing process – not just a one-time event
- Should be timely. Don't wait to share feedback



When to give feedback

Frequent interactions provide opportunity to:

- Course correct
- Provide better support & encouragement
- Prevent surprises
- Create employee-manager agreement on performance
- Build trust

Challenges

- Fewer opportunities for informal discussions
- Makes feedback feel more formal
- Employees feel less connected
- Blurred boundaries between work and home life

Suggested Adjustments

- Need to schedule more opportunities for interaction (1:1s)
- More frequent but shorter check-ins
- Mutually agreed upon timing
- Respect boundaries

What to focus on

Clear Goals & Expectations
The “What” & the “How”
Specific and Actionable
Development
Successes & Strengths



What to focus on

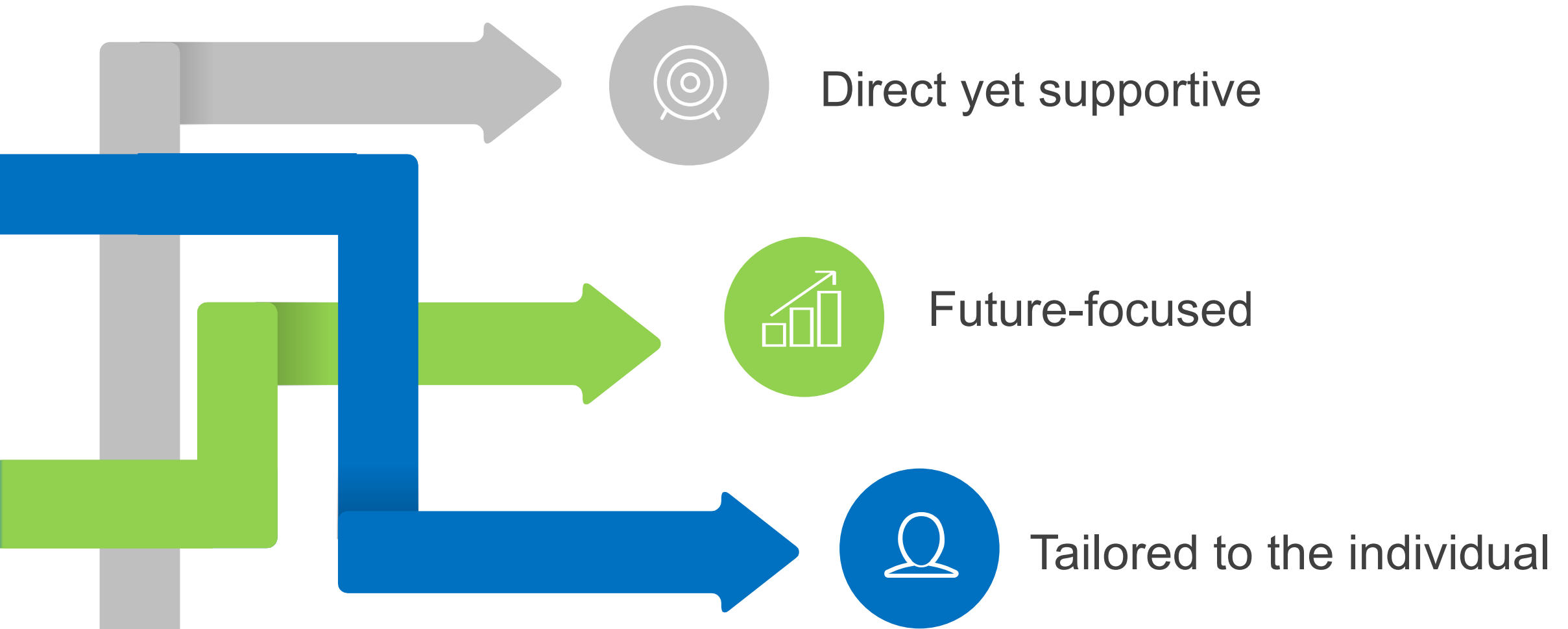
Challenges

- Isolation
- Disconnected from team
- Less opportunity to learn from others

Adjustments

- Be explicit and clear
- Focus on well being/Create opportunities for team interaction
- Identify buddies or mentors (especially for those newer to company or role)

How to provide meaningful and motivating feedback



How to provide meaningful and motivating feedback

Direct

- Straightforward
- Actionable
- Clear intentions

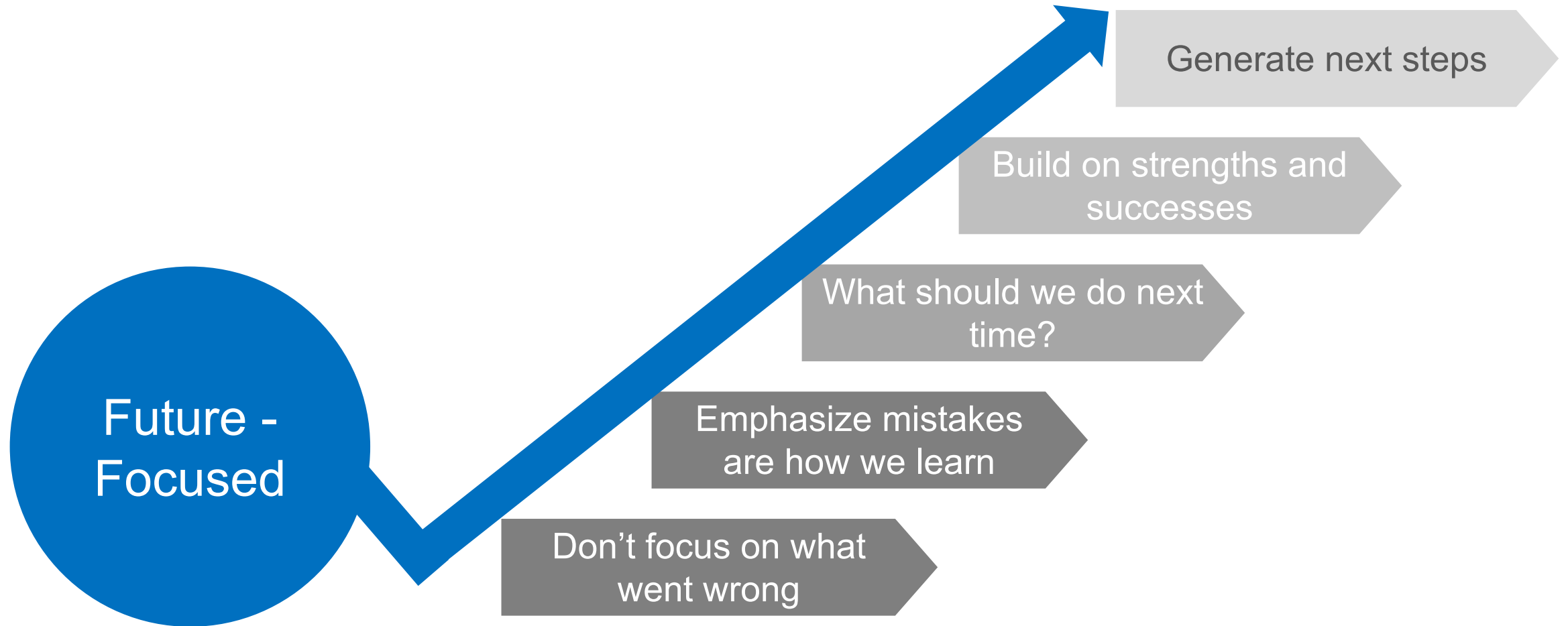
Supportive

- Want them to succeed
- Believe in them
- Be vulnerable

Before giving feedback, ask yourself...

- What is my intention in sharing this feedback?
- Will this help with the individual's development?
- Will it help them work more effectively with the team?

How to provide meaningful and motivating feedback



How to provide meaningful and motivating feedback

Tailor your approach to their style and personality



Have an authentic interest in each individual



Consider their experience with company and in role



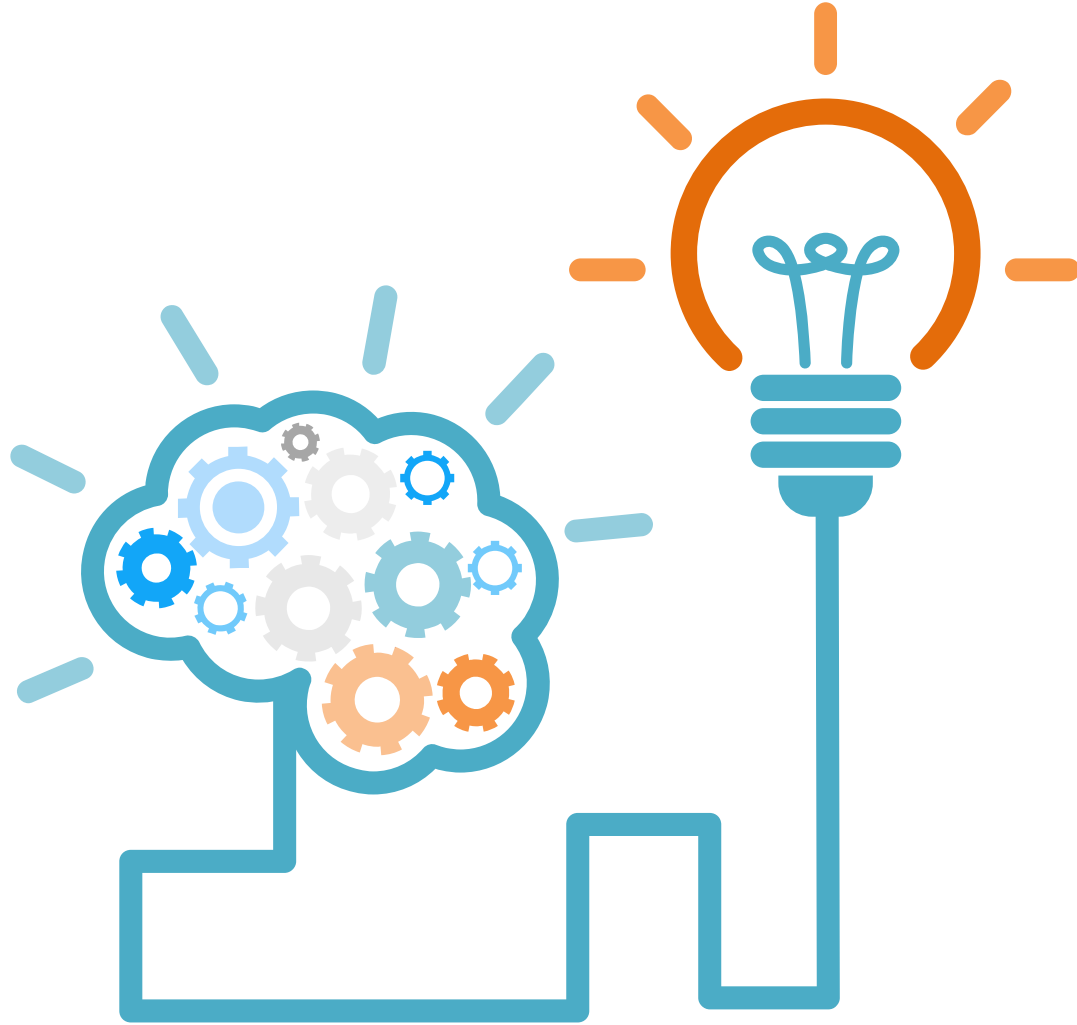
Ask about concerns, what they need to move forward
Take time to also listen



Tailor Feedback to the Individual

Recognize that individuals vary in their styles and approaches. Get to know them so that you are able to deliver messages that are accepted and motivating.

View Disruption and Change as an Opportunity



How can the performance management process be improved?

How can the process be better aligned to your strategy?

How can employees be more empowered and inspired by feedback?

Free survey suite available at OrgVitality.com

A full line of free pulse surveys designed by OrgVitality consultants to help employees and organizations through the universal challenges of 2020 including:

- Employee Well-Being
- Readiness to Return
- Re-onboarding
- Workplace safety
- Work Processes
- Virtual Teams
- Anti-Racist Survey
- And more

Visit orgvitality.com to sign up for access to our free suite.



Connecting Employees and Organizations

At OrgVitality, we are experts in designing projects that are linked to **strategy**, generate useful **insight**, and drive positive **action**. Now, more than ever, organizations need to listen to and learn from their employees.

We can help.



Surveys

- Strategic Employee Surveys
- Pulse/Continuous Listening
- Lifecycle
- 180 and 360 assessments
- Internal Customer Experience

AI-Driven Action Tools

- Action Prioritization
- Nudges
- Comment Analysis

