10 Tips To Assist With Providing Frequent, Fair And Accurate Informal Feedback

1. **Focus on the situation, issue or behavior, not the person.**
   Coordinate with employees for effective problem solving. Dwelling on an employee's setback may cause low employee morale within the organization.

2. **Provide enough detail to make the feedback understandable and meaningful.**
   Gather all the information needed and supporting details before expressing your opinions and ideas.

3. **Listening can improve quality, breadth and depth of the feedback.**
   Taking time to listen and to comprehend employee concerns can effectively improve organizational goals.

4. **Support the self-confidence and self-esteem of the other person.**
   All employees should have confidence to achieve their tasks including having confidence in others.

5. **Maintain constructive relationships.**
   Constructive feedback should be done reciprocally from the employee to the manager.

6. **Take initiative to make things better.**
   Be a leader when the occasion calls for it.

7. **Sandwich constructive feedback within positive feedback when possible.**
   Provide your opinions and thoughts on a particular topic but reinforce it with something positive.

8. **Feedback can happen anytime—sometimes a pat on the back is all that is needed.**
   A word of appreciation from the manager or supervisor can really motivate employees to strive for success.

9. **Don't forget to pause to allow the other person to express themselves.**
   Pausing after speaking a sentence can give time for you to reflect on what was said while giving time for the recipient to adhere to the information as well.

10. **Explain your role and your rationale.**
    Giving your opinions and explaining your role will provide evidence for the purpose of the feedback.

Provide frequent, fair and accurate informal feedback

Productivity begins with Employee Engagement.

Civilian Personnel Policy

For more information on Employee Satisfaction and Engagement, please visit: www.cpms.osd.mil/worklife