




How to Build a Continuous Feedback Culture?




Why a feedback culture matters?

- **41%** of employees have left a job because they felt they weren't **listened** to ([AllVoices](#))
- Companies that conduct regular strength-based feedback can **reduce turnover by 14.9%** ([Gallup](#))
- Employees who receive **recognition from management** are **69%** more likely to do better work ([GreatPlaceToWork](#))
- “Fast feedback” can boost **employee engagement** by nearly **4 times** ([Gallup](#))



Key elements of a feedback culture

1. Trust and psychological safety
2. Consistent and coherent
3. Actionable and constructive



**Consistency
is the
mother of
Mastery**

STEEMIT/TIFAONG

Lead by example

- Ask for feedback (10-10)
- Repeat
- **PRO TIP:** What will it take to make your experience exceptional?



Are we trained to give and receive feedback?

- Start by training your leaders
- The magic of personalized feedback



How should we accept positive feedback?





$$\text{eNPS} = \% \text{ Promoters} - \% \text{ Detractors}$$

Which is the eNPS of your leaders?

According to Gallup survey **50%** of Americans have left a job to "get away from their manager at some point in their career."

Consistency is the mother of MASTERY

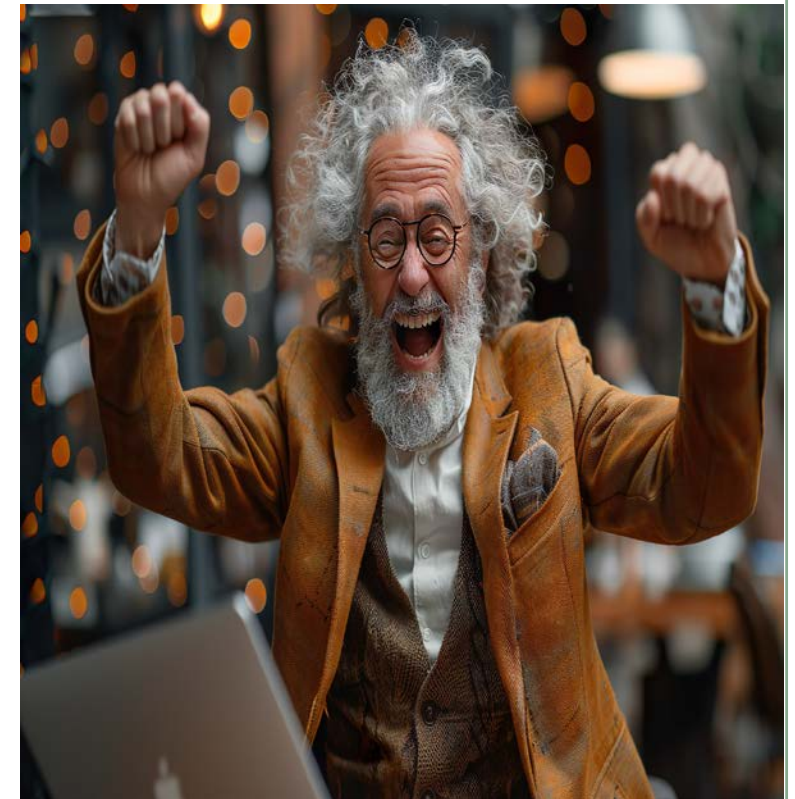


★ How did you enjoy the Townhall today?

☁ Using one word, what would you expect from the next Customer Townhall?

💬 Any suggestions for us to improve?

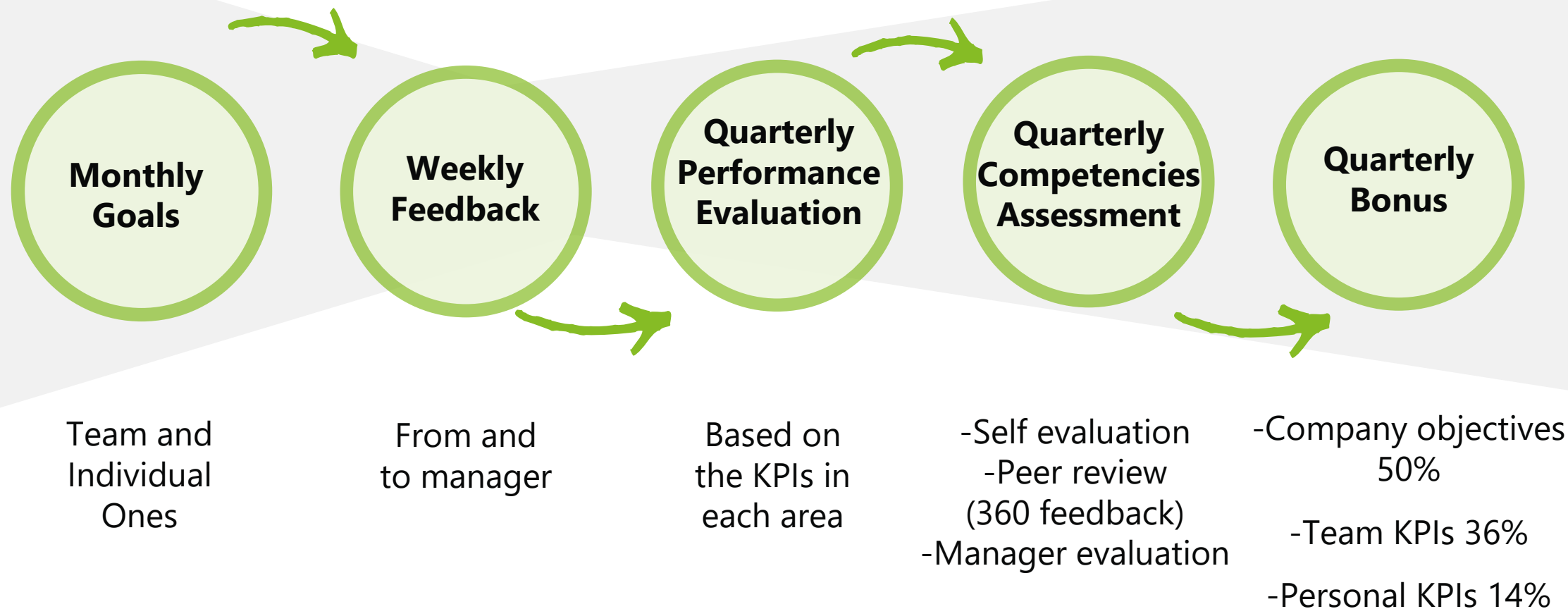
☰ How did you find this experience being fully remote today?





5 steps to success:

Goals+Feedback+Performance Evaluation+Competencies assessment+Compensation



From Sandwich to Keep-Stop-Start

KEEP·STOP·START



- Actionable and constructive
- All elements are equally important
- Specific feedback requested
- Open to new ideas

The magic of collective intelligence



- Collective intelligence is the body of knowledge that grows out of a group.

When groups of people work together, they create intelligence that cannot exist on an individual level

In a nutshell – Practical takeaways:

- ✓ Ensure the key elements as a base (Trust, consistency, constructiveness)
- ✓ Lead by example-ask for feedback and repeat ;)
- ✓ Train your leaders (Aditio- personalized e-learning trainings)
- ✓ eNPS for your leaders to reduce turnover
- ✓ Consistently include feedback on various processes and events(Interviews, THM)
- ✓ Celebrate your successes
- ✓ Align Goals+Feedback+Evaluation+ Development+Bonus (Need Car Help)
- ✓ Use keep-start-stop method to give feedback
- ✓ Good read- Netflix book, no rules rules
- ✓ Learn from others (collective intelligence)





**YOUR
FEEDBACK
MATTERS**

Thank you for your time!



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Let's stay connected on LinkedIn :)

