



Employee retention will increase 26% by next year as managers improve feedback communication strategies, skills, and techniques while performing observations, reviews, and handling impromptu situations.



Prep materials in advance for reviews or observations.



Change locations of meeting based on type of feedback.

For feedback that will take 5 minutes or less find a close, neutral location.

For meetings longer than 6 minutes or needing more sensitive feedback go to office.

Give time for employee to prepare for review or process meeting request.

Give proper amount of time for impromptu meetings.

Provide proper amount of time for annual review.

If the meeting topic is not an official offense (won't be written up), give the employee fifteen minutes to prepare.

If the meeting is an official offense (will be written up), give the employee 30 to 120 minutes.

Give the employee up to two weeks in advance to be prepared for the meeting.



When meeting with the employee, first provide the employee with a verbal sequence of how the meeting will go.

State what the meeting is about.

State how you want to end the conversation.

Get the employee's buy in. ——— Ask the employee if it sounds good.

Build connection with employee.

Listen to the employee.

Always leave time for the employee to share concerns.

Always leave time for employee's comments.

Ask employee clarifying questions.

Ask the employee more about what he/she meant.

Ask the employee, by restating what he/she said, if you are understanding them correctly.

Always be honest.

Affirm the employee.

After sharing what the meeting will be about, provide the employee with a positive statement that truly reflects what the employee has done or is doing well.

Right before ending the meeting, provide the employee with another thing that they did or are doing well.



Use kind communication strategies.

Correct the employee, when necessary.

Use constructive feedback

Use words to build up, not tear down.

Do NOT nitpick

Do not make a comment if it does not align with the mission.

Do not make a comment if it does not matter in the long run.

Do not make a comment if the employee's actions do not interfere with anyone or anything.

Do not make a comment if the employee's conversation does not interfere with anyone or anything.

Give clear directions.

Use kind tone of voice with resolute replies.

Use kind tone of voice with resolute answers.

Ask the employee how the corrective action could be fixed the next time. ——— Brainstorm together, if the employee has difficulty coming up with an answer.



Be in control of yourself.

Be Calm

Keep tone conversational when conveying a problem to the employee.

Keep tone conversational when the employee is exhibiting anger.

Keep tone neutral when dealing with insubordination from an employee.

Managers should slow their words down.

Pause before responding by taking deep breaths discreetly. ——— Pause up to five seconds to ensure correct word choice and tone of voice for feedback.

Make wise body language choices.

Do not cross your arms in front of your body.

Keep your posture open: shoulders back and arms to the side.

Keep your facial features from exhibiting anger or frustration.