Interloop®

KNOWLEDGE LETTER

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PERFORMANCE MANAGEMENT SERIES: ESTABLISHING FEEDBACK MECHANISMS

INSIGHTS

Feedback is formal conversations highlighting appreciation or criticism for an individual's past actions and behaviours in an organization. It helps in course correction and gives the employees the required heads up by their managers.

There are essentially 2 ways of providing feedbacks: continuous and planned. The organization's effectiveness increases when the team performance due to feedbacks gets improved.

EDITION 1: Beyond Performance Appraisals

Download the first edition

Download the second edition

EDITION 2 Smarter Goal Settings

EDITION 3: Feedback mechanisms

Edition 4 coming soon, stay tuned!

KNOWLEDGE LETTER

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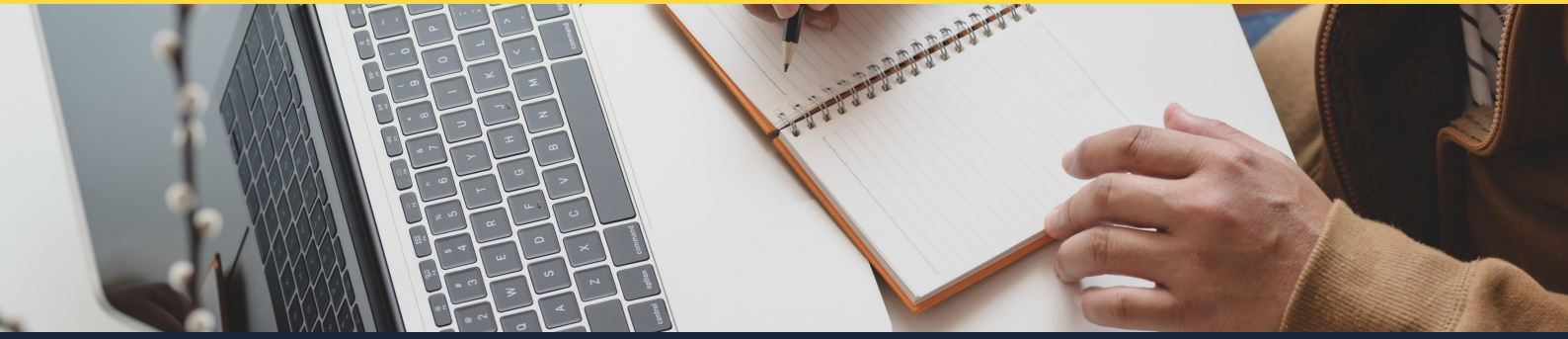
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RESOURCES POOL TO GET YOU STARTED!

1. REINVENTING PERFORMANCE MANAGEMENT

In trying to design a system that will fuel organizational improvements, Deloitte has made changes to peer feedback and annual review. To keep a futuristic approach, the PMS mechanism focused on speed, agility, one-size-fits-one, and constant learning, all in efforts to collect reliable performance data.

The company carried out research which concluded how close to 2 million hours a year were being spent on performance management, only to reveal information about the manager more than the subordinates.

2. CONTINUOUS FEEDBACK: DEFINITION, MODEL & SYSTEM, PERFORMANCE MANAGEMENT AND BENEFITS

Continous feedback mechanism implementation starts with creating an action plan post understanding where the problem lies. Carrying out the mechanism on a small set of groups will reveal if the measures would work out with the entire organization. Once, it is well suited, it can easily progress into being a part of formal PMS. The improved process then becomes a stepping stone to keep improving the process for your employees at equal intervals.

LINKS FOR FURTHER READING

Link 1
Link 2
Link 3

3. HOW DOES FACEBOOK DO PERFORMANCE MANAGEMENT

Facebook's Performance Management System facilitates a continuous stream of real-time feedback, allowing employees across the globe to give and receive feedback. Due to the same, everyone has a good understanding of an employee's performance prior to the appraisal, minimizing any uncertainty or ambiguity on both ends.

With a lot of cultural flaws raised by ex-facebook employees, there seems to be some competition going on amongst the employees where although transparency is the motto but is not exercised.

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BUZZ AROUND THE MEDIA

Reminders in the HR Space for the month

URBAN COMPANY SUES WOMEN WORKERS WHO PROTESTED DEMANDING FAIR PAY

The new policy set out by Urban Company for the gig workers (referred to as partners) would require them to make a minimum amount of payment and take on a minimum number of jobs each month with a discount scheme for customers. This led to the female gig workers protesting against the same due to a decrease in flexibility and pay. Globally, the gig workers have raised issues around wanting social security and other benefits. **Read More Here**

FACEBOOK/META WORST COMPANY OF THE YEAR: YAHOO FINANCE SURVEY

As many as 1,541 people responded to the open-ended survey, which was posted on Yahoo Finance website on December 4-5. Facebook received 8% of the write-in vote for the worst company of the year due to their major rebranding efforts in the past year. Complaints around censorship on the platform seemed to be a big concern for the people complaining. **Read More Here**

TIER-2 CITIES SHOW POSITIVE HIRING SENTIMENT: MONSTER EMPLOYMENT INDEX

An 8% successive incline was noted in hiring demand in the last six months, the majority of which was observed in the metropolitan cities. Online hiring demand grew in 20 of the 27 Industries monitored by the Index on a year-on-year basis. The hiring of professionals in the Hospitality and Tourism industry saw the highest uptick. The Telecom/ISP industry showed an uptrend at 52%. **Read More Here**

'NO VACCINE, NO SALARY': PUNJAB GOVERNMENT TO EMPLOYEES

A mandate for coronavirus vaccination to its employees has been issued by the Punjab Government. If employees do not upload their vaccination certificates on the Punjab Government portal, they will not receive their salaries. Punjab has become the first state to have issued a vaccination mandate due to the rising cases of Omicron.
Read More Here

JLL REJIGS HR LEADERSHIP, TANVI C GETS REGIONAL ROLE, MEENAKSHI C TO HEAD INDIA HR

JLL has been making some changes in their top HR leadership roles. Tanvi C gets the regional role, Meenakshi C to head India HR. Choksi was instrumental in providing the business with strong people leadership, particularly during the challenging times of the pandemic. As Choksi moves up the ladder at JLL, Meenakshi Cornelius will take over from her. **Read More Here**

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Ideas that work !

PLANNED FEEDBACK

When the feedback is a structured process in every organization and happens at midterm or year-end, it's a part of the planned feedback mechanism. It includes formal conversations that link feedback to the conversations that happened during goal setting. Providing a mechanism to discuss rankings, ratings, promotions, performance, pay increases etc.

Planned feedback provides a sure shot track measure to track the progress of individual goals of the employees.

HOW TO CARRY OUT A PLANNED FEEDBACK?

1 FOCUS ON EXPECTATIONS

- It refers to connecting the conversation that happened at the time of goals setting with the performance of the individual.
- Reflecting on the relevant KRAs and behavior expectations from the individuals

2 ACKNOWLEDGE THE RESULTS

- Using various sources to collect inputs for the work done by the individual such as peers, financial results, stakeholder feedback
- At this step, the employee's expectations are addressed as per what the data says

3 FOCUS ON THE GAPS

- To summarize what goals have been met, yet to be achieved or already achieved, the feedback is delivered based on the importance of goals
- It should be very facts oriented at this step and objective
- The consequences of the gaps are conveyed along with a plan of action

4 HIGHLIGHT THE UNDERLYING OPPORTUNITIES

- Development areas and key actions are to be undertaken to close the gap
- A broad plan is discussed to plan about how to take things forward and how the manager can support the individual

A SCOPE FOR MORE IN YOUR FEEDBACK MECHANISM

Most companies formally have planned feedback mechanisms but due to the virtual world connects, continuous feedback is gaining a lot of importance.

WHAT TO KEEP IN MIND

WHY NOT ONLY PLANNED FEEDBACK?	WHY CONTINOUS FEEDBACK?
Time gap between incident and feedback is extensive leading to weaker recollection	Higher chances of being acted on due to the higher frequency of the feedback
It becomes difficult for the recipient of the feedback to move from an emotional to rational response	No time gap between and feedback leads to recollection of all the important events
High chances of the receiver of the feedback giving a dismissed, defensive or dispirited response	Helps to reflect on the feedback rationally and be more open to feedback

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CONTINOUS FEEDBACK

With continuous feedback, it is easier to give in moment responses. It requires managers to informally review the performance of employees and provide constructive feedback on a continuous basis. The following are the benefits of incorporating this feedback mechanism:

Honest and objective feedback is provided — **OPEN COMMUNICATION**

Able to recognize the efforts of individuals on various platforms — **CELEBRATING SUCCESS**

Avoids infrequent catch-ups and provides course correction opportunities — **TIMELY IMPROVEMENT**

HOW TO DELIVER CONTINOUS FEEDBACK?

OBSERVATION

Describing what has been observed in relation to the receiver's behaviors and actions
Focus on either positive or corrective feedback

CONSEQUENCES

Breaking down the impact of the receiver's actions on the company and using it to substantiate points
For instigating credibility, it's crucial to lay out the consequences of actions

O B

OCBO MODEL

C O

BREAK

Taking a healthy pause to help the receiver reflect on the information shared
Allow the receiver to put across their point of view

OPPORTUNITY

Making feedback action oriented and forward looking to help receiver understand what can be done to sustain effective behavior

HOW TO ENABLE A CULTURE OF CONTINOUS FEEDBACK?

- **Having the right technology:** Using the most agile HRIS to deploy your PMS efforts is important. Selecting the right 'check-in' HR system and processes
- **Building Manager Capability:** Having a mindset shift amongst the managers from being directive to building future performance. They should focus on coaching and guiding their team
- **Establishing open communication:** The management should create safe spaces for employees to speak their minds and have their points of view put forward
- **Social Rewards:** Having recognition programs so that managers can easily reward anyone without any complex approval problems

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Brands that started their digital transformation journey with us this month

NIIT

Zoho People and Zoho Payroll Implementation

PrepLadder

Zoho Expense Implementation

FeetPort

Zoho People Implementation

LORDS UNIVERSITY
from learning to success

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We'll be glad to assist you with any queries!

STAY HERE

for social distancing.

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