



ISSUE: An employee does not take feedback well.

THINGS TO CONSIDER: Unfortunately many people have long lasting negative images of themselves due to their life experience. As children they were put down, demeaned, made fun of, picked on and made to feel like failures. Without support and healing, these people often carry this negative self-image into their adult lives and as an employee into the workplace. Consequently, these people become defensive, and take any kind of feedback as a personal attack.

1. **Consider your Approach:** While giving feedback an employer will have to give feedback that is well thought out and tailored to the individual.
2. **Having meetings in 'The Office':** In considering giving feedback on an individual basis, meetings or feedback given in an office may be uncomfortable. Many employees perceive that they are 'in trouble' when called into the office. Therefore, considering offering feedback more casually during the course of the day or in a less formal setting such as going for coffee or a walk outside.
3. **Timing:** Though feedback is recommended as soon as possible, you may need to delay feedback with someone who does not accept feedback well. Observe their behavior and make the decision to point it out then, or to put it off until they are in a place to hear the feedback.

THINGS TO DO: Make it a regular practice to give and receive feedback to your employees. If feedback becomes the norm in the workplace, the employee will see and accept this as normal practice at work and the feedback will be perceived to be less threatening or personal.

1. **Reassure the Employee:** Reassure the employee that a meeting and feedback is a normal, ongoing practice in the workplace. Ask the employee to take the time to consider the feedback you have given and later check in with them and find out how they feel about that feedback. The employee may be uncomfortable giving you a response about how they feel about the feedback in the beginning. However, after a few experiences they will learn that feedback is a tool and not to be taken personally.
2. **Feedback can be done Anytime or Anywhere:** Depending on the seriousness of the feedback, feedback can be given casually and on a regular basis in the workplace, especially if this method will be better received than if the employee were to receive it more formally in an office.
3. **Accepting Feedback:** Not all employees understand that it is OK to give constructive feedback to their supervisors. Even employees without barriers or challenges find it difficult to give feedback to their managers or supervisors. Encourage employees by letting them know you are interested in hearing their point of view and ideas. This is a skill that may take some practice, therefore you can role model how to give feedback respectfully, tactfully, and at the appropriate time and place.
4. **Doing Rather than Talking:** Sometimes it is better to 'demonstrate' the behaviour you would like to see in employees rather than telling them. In other words, it's important Employers 'Walk the Talk'.

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