

# The 10 commandments of employee feedback

Getting your employees to share their honest thoughts and ideas with you is a real gift. As with all internal communications, there is a technique to getting it right.

We've summarised the ten best practises to help you get the most out of your feedback:

## 1. Do your research

Research feedback best practices for your employees. Would your employees prefer to give feedback via an online form? A focus group? Consider the size and formality of your organisation.



## 2. Anonymity

It will be hard to receive meaningful information if your employees fear being penalised for their feedback. We recommend that you keep it all anonymous to ensure that employees feel comfortable.



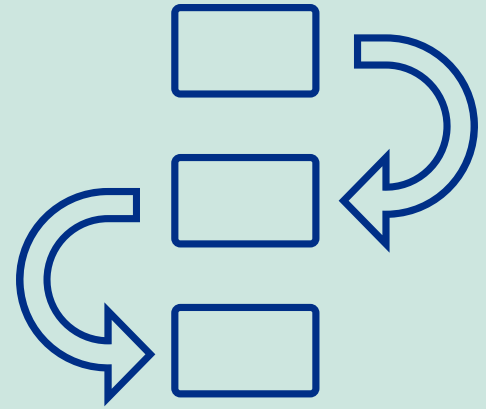
## 3. An honest culture

Work on creating an honest culture. Lead by example by showing your employees that no (constructive) criticism is out of bounds by making the executive team hold monthly feedback hours.



## 4. The workflow

When is the most useful time to collect feedback from your employees? Why not try collecting feedback a couple of days after the celebratory end of a project? This way the employees are still interested.



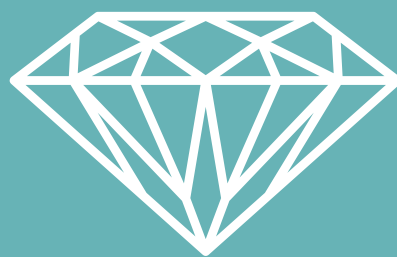
## 5. Little and often

Yearly feedback forms are a great employee engagement resource, but breaking them down into smaller chunks can make the task more manageable, and help to capture employees' real-time emotions.



## 6. Make it worthwhile

Show your employees that their input is valuable. Ensure you follow up with the feedback you ask your employees to give. And show them how you plan on making changes they've asked for at the following monthly meeting.



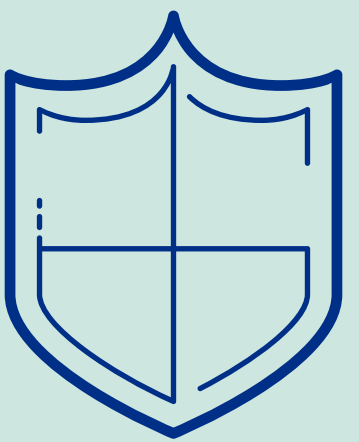
## 7. Friendly approach

Qualitative data can be difficult but it may be more meaningful than using a number response scale. Try using a mix of open and close-ended questions to incorporate a friendly tone of voice.



## 8. Avoid being defensive

It can be hard to answer feedback questions honestly. Try to see things from your employees' point of view to avoid discouraging them from giving honest feedback in the future.



## 9. Act on it...

Be sure to read employee feedback, and to read between the lines. Pick up on key areas of concern raised by employees and get to work on how you can address them.



## 10. Or say why you can't!

You can't always get back to your employees with a yes. When this is the case, make sure that you don't ignore the feedback. Explain why something isn't feasible, and offer alternative solutions.



Are you struggling to get the most out of your employee feedback?  
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[insideoutconsulting.co.uk](http://insideoutconsulting.co.uk).

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