

Provide 5:1 feedback

Instant feedback – constant reinforcement

CARING RELIABLY

Be Compassionate. Be Safe. Be Reliable.

We reinforce performance expectations by observing performance, seeking opportunities to praise when our people do it right, and to teach/coach when performance does not meet expectations

In a nationwide survey conducted by The Gallup Organization of over 2,000 workers, 69% indicated that receiving praise and recognition from their bosses was more motivating than money. Four out of five workers said recognition or praise motivates them to do a better job (The Gallup Organization, August 2006). Feedback 5:1 is a method for increasing the amount and quality of feedback that we give to others. There are two types of feedback – positive reinforcement and negative reinforcement:

Positive, or encouraging, reinforcement makes an individual more likely to perform a behavior again. Recognize and praise an individual when they practice according to performance expectations.

Negative, or discouraging, reinforcement makes it less likely that an individual will perform the behavior again. Coach and correct an individual when practice does not meet performance expectations.

We are conditioned to give others negative, corrective feedback, yet giving positive feedback doesn't come so naturally. While both types of feedback play an important role, positive feedback is much more powerful in influencing and shaping behavior. Positive feedback builds a relationship of trust and respect, whether between an employee and a supervisor or between coworkers. That foundation of trust and respect is "money in the bank" - a relationship that enables individuals to more effectively give and receive negative reinforcement for a behavior that needs to be changed. To maximize employee performance, there is an optimal ratio of positive to negative feedback – 5 positives for every 1 negative.

Application tips

General tips about giving feedback

- Based on observation and facts
- As close in time as possible to the act
- Be specific – describe what you observed and state how the action either met or do not meet our performance expectation(s)
- No sandwich approach – don't attempt to soften negative feedback with positive
- Lightest touch possible to achieve the desired results – feedback can be in the form of words, but also can be as simple as a head nod or a thumbs up

Specific tips about giving positive feedback

- Seek opportunities to catch someone in the act of "doing it right" and build it into your every day routine.
- **Small, spontaneous gestures go a long way.** Paying an unannounced visit to a staff member or sending a handwritten note to the employee's home, for example, reinforces a good practice and also makes the individual feel appreciated and valued.
- Give feedback across professional lines and reporting relationships – remember that leaders need positive feedback, too!

Expected results

- Engrains performance expectations as work practice and habit
- Strengthens relationships between employees and supervisors and among coworkers
- Enhances employee satisfaction and well-being