

## Action plan



### Encouraging employees to give feedback on company leadership

Getting honest feedback from employees is important if you want to develop as a leader and run your business or department effectively. However, it's easier said than done. Asking employees for feedback on the management team requires putting in some groundwork to alleviate any concerns about negative consequences.

- **Effort:** High
- **Impact:** High

#### Actions:

#### **Make a list of ten reasons why getting employee feedback will help your business and leadership team improve.**

- **Impact:** Low
- **Suggested duration:** 3 days
- **Why this will help:** Before you ask for feedback, it's essential to make sure you're prepared to hear it and won't get defensive. Reminding yourself why feedback matters will help you get into the right mindset.

#### **Send out a survey so employees can share feedback anonymously, including a clear explanation of why feedback is being solicited.**

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** It can be difficult to get people to open up, so give employees the opportunity to offer feedback anonymously at first – and explain why it's valuable. You'll need to provide reassurances that the feedback won't be tied back to them.

#### **Invite an external consultant, member of the HR team or a trusted peer from outside the business to meet with small groups of employees to explore any issues that came up in the surveys and collect suggestions for improvements.**

- **Impact:** Medium
- **Suggested duration:** 21 days
- **Why this will help:** Giving employees an impartial figure to speak to allows you to learn more about key themes in the feedback and get concrete examples of situations staff have experienced.

## Action plan



**Set aside five minutes at the end of meetings to ask employees to provide feedback and encourage the rest of your leadership team to do the same.**

- **Impact:** High
- **Suggested duration:** 21 days (ongoing)
- **Why this will help:** Whether it's a one-to-one or larger staff meeting, setting aside five minutes at the end of each meeting to ask for feedback will help it to become a regular part of your culture.

**Decide what actions you will take as a result of the feedback and outline them to employees in your next company meeting or via email.**

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** If your employees have been brave enough to provide feedback, show them that you appreciate it and that your behaviour will change as a result. It will make people feel more comfortable about providing feedback in the future.

### How will I know if my action plan is working?

**Way to measure success**

Amount of feedback received.

**Why this metric?**

The amount of feedback you receive will demonstrate how comfortable staff are with providing input on the leadership team's performance.

**How do I start tracking?**

Make a note of any feedback you receive in meetings and send out a larger feedback survey every six months.