Management Feedback Guide
Webinar 1 – Remote Management Resource Material

Management feedback should be:
- Specific
- Sincere
- Solvable

For Example:

When you ___Describe the behavior__, you _Describe what occurs__, As a result, __Describe what happens. __Seek clarity with a question. Discuss behavior change. End with Feedback loop. Set a follow-up time.

Example with Details:

When you fail to respond timely to emails and phone calls when teleworking, you are not working effectively from your alternate work location, as a result, your actions are impacting the efficiency of the group. How can you prevent this outcome in the future? So to recap, you will…I would like to follow up in a month to discuss progress.

Tips for Addressing Performance Issues

- ✓ Be factual, specific, and unemotional
- ✓ Listen intently and consider valid excuses
- ✓ Outline an action plan
- ✓ Document all details
- ✓ Follow through with feedback on positive behavior as well as areas still needing improvement
- ✓ Don't be afraid to restrict telework until performance improves