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