



When Should Feedback Occur?

One aspect of delivering constructive criticism is in knowing the right time and opportunity to deliver it. Some instances can be addressed on the employee's next annual review, while others should be addressed right away.

If it is done too soon, it could make the employee doubt their abilities and affect their job performance. If delivered too late, then the employee may ignore it altogether and dismiss any help at all. Identifying key situations can help decide when feedback needs to be done.

Repeated Events or Behavior

An employee that displays repeated negative behaviors or patterns should be addressed in order to either stop or further prevent it in the future. Before addressing the problem, the employee should be monitored to ensure the event or behavior is reoccurring, not a onetime incident.

Repeated Events or Behavior

Monitor the employee

Identify the behavior

Addressed in private



An employee that displays repeated negative behaviors or patterns should be addressed in order to either stop or further prevent it in the future. Before addressing the problem, the employee should be monitored to ensure the event or behavior is reoccurring, not a onetime incident.

Once it has been identified, the employee should be addressed in private. Privately, a resolution can be found to end the behavior and prevent it from happening further without embarrassing the employee in front of other coworkers.

Examples:

- An employee is constantly tardy to meetings, although they contribute throughout the session.
- An employee turns in their reports in the incorrect format, but they are always on time.
- An employee works hard during the day, but takes long breaks and lunches.

Breaches in Company Policy





Informal feedback includes actions such as a helpful reminder, a discussion in passing or even an email or memo. Many managers will try one of these methods (or another) to address a problem with an employee and keep the constructive criticism to a minimum. But when informal methods do not work, and the behavior continues the manager needs to then find a form of formal feedback to speak with the employee.

Formal feedback, as the name suggests, usually involves a more planned or structured approach, such as a meeting or review. These actions normally allow more direct contact with the employee and can better address the problem, as well as a solution.

Example of formal feedback:

- Private meetings or discussions
- Personal follow-up after a particular incident
- Employee review or appraisal

When Informal Feedback Has Not Worked





Informal feedback includes actions such as a helpful reminder, a discussion in passing or even an email or memo. Many managers will try one of these methods (or another) to address a problem with an employee and keep the constructive criticism to a minimum. But when informal methods do not work, and the behavior continues the manager needs to then find a form of formal feedback to speak with the employee. Formal feedback, as the name suggests, usually involves a more planned or structured approach, such as a meeting or review. These actions normally allow more direct contact with the employee and can better address the problem, as well as a solution.

Example of formal feedback:

- Private meetings or discussions
- Personal follow-up after a particular incident
- Employee review or appraisal

One of the best times to deliver feedback is immediately after the incident happens. This way, the behavior or problem can be addressed right away. If a problem is ignored and allowed to continue, it can not only affect the employee, but coworkers as well.

The longer the behavior goes on or the more time that passes after an incident, the value, and effect of the feedback decreases. Formal or informal feedback can be used, as long as it effectively resolves the problem.

Tips:

- Speak with the employee privately.
- Address the problem – don't criticize the employee.
- Find a solution and how it can be implemented.



Immediately After the Occurrence

Speak with the employee privately

Address the problem – don't criticize the employee

Find a solution and how it can be implemented