

Creating a Culture of Feedback Through Management

Set Expectations & Establish Mutual Accountability

Train

Evaluate & Assess

Provide Feedback, Coaching, Mentoring

Solve challenges

Systems and Behaviors:

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| <ul style="list-style-type: none"> • Expectations clearly communicated & reinforced, are linked to job description, workplan & annual plan • Behaviors clarified/reinforced • Feedback after all meetings is standard operating procedure • Leaders request and model receiving feedback, solicit constructive feedback • Organizational values and inclusive behaviors are clearly stated in all meetings. Values & behaviors are reviewed regularly - feedback on them is sought out | <ul style="list-style-type: none"> • Staff/individual/team training on interrupting bias, mitigating dominant culture, and inclusive behaviors. Feedback around bias and dominance embraced. • Staff are trained on best practices for giving and receiving feedback • ED practices inclusive behaviors, out themselves when they come up short, solicit feedback. | <ul style="list-style-type: none"> • All staff receive annual reviews and real-time evaluations • Leadership staff receive annual 360 reviews and ongoing real-time evaluation • ED receives annual review from board, models transparency, sharing what they are working on, appreciating feedback • ED and supervisors create systems to support culture of feedback, evaluating and assessing. | <ul style="list-style-type: none"> • Provide both positive & constructive specific feedback, with examples • Feedback is put in the context of development, longer-term growth • Budgeting for Staff Development Opportunities • Staff development is offered to help staff move towards longer term growth, not just immediate skill/ knowledge • Regular time at staff meetings to celebrate victories and appreciate staff. Congratulate and celebrate staff, especially staff who are less visible • Opportunity to work together in small teams, and to hold different roles in different projects | <ul style="list-style-type: none"> • Complaints to requests • Courageous conversations |
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- Text in blue indicates behaviors
- Text in green indicates systems