



Exercise: Eliciting Feedback

Workers may not be comfortable providing feedback unless requested for it. Even then, many may hesitate, suspecting that the call for feedback may not be wholly genuine, and that they may anger managers by speaking out. One approach to avoiding negative emotions in the workplace is to ensure that workers feel that their feedback is valued and appreciated. Offering and accepting feedback can help create strong relationships between managers and workers. This makes it important for managers to actively elicit feedback whenever opportunities present themselves. By doing so, you may not only receive more helpful feedback, but also create the understanding that the request for feedback is genuine. You may also obtain information useful in understanding the impact of the situations and conversations in which you are involved.

Actively elicit feedback throughout the day. Try asking a worker after a conversation:

“How did this conversation feel for you?”

“Do you feel like I am understanding you properly?”

“Is there anything I am missing or didn’t ask about that would be important for me to know?”

Notice how asking these questions impacts not only the workers, but also how you feel about conversations and other interactions.