

Valhalla Business Solutions

Feedback Moments

Who:

Catch team members doing things right
5:1 Rule five positive feedback sessions to every one developmental
Identify specific behaviors
Feedback immediately after behavior

Where:

Entire location

When:

Daily
Schedule specific time

Why:

Encourages team to repeat good behaviors
Team member develops
Conveys to team managements willingness to get hands dirty
Opportunity for manager to model good behavior
Team sees behaviors done correctly

How:

Role play, practice doing things right
Feedback
Identify specific behavior observed
Associate it with a skill
Display how it impacted the team or customer
i.e., "When you followed up with that customer and remembered their upcoming vacation, you displayed again how important it is to you to do the right thing for your customers. Thank you for staying so disciplined to the sales process you have earned another lifetime customer! At this rate our team will have a great chance to meet our goal today. Thanks to you!"

