



PIXEL LEADERSHIP GROUP



MANAGER'S CHEAT SHEET

Making Feedback a Habit Hacks



Pixel Leadership Group, LLC is a leadership and organization development consulting firm composed of psychologists, business leaders, and social scientists who enjoy applying their collective expertise to help maximize leaders' potential, create inspired and innovative teams, and build people-centric organizational cultures. We use our deep understanding of behavioral and assessment science to develop customized solutions to help our clients achieve their unique goals.

Pixel Leadership Group, LLC

1714 Boardman Poland Road, Suite 9

Poland, OH 44514

330.366.6763

hello@pixelleadershipgrou.com

www.pixelleadershipgroup.com

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MAKING FEEDBACK A HABIT

Providing frequent, quality feedback – including appreciation, recognition, corrective feedback lead to higher employee engagement, more motivation, increased productivity, and better retention. You can start making feedback a habit now by using these HACKS!

HACK #1 CALENDAR CUES

It's really easy to forget to give feedback! Use your calendar to make it a habit.

DO THIS:

- Create reminders on your calendar to focus on feedback.
- Block a 10 – 15 minute timeslot at the end of each day to write down feedback / feedforward / appreciation you have for your employees when it's fresh. That way it is easier to remember and access during your meetings.
- Regularly focusing on feedback also makes it more likely you will notice it in the moment when you're observing your employees in action.

HACK #2 MILESTONE MONDAYS

Make Mondays the day to recognize and celebrate milestones.

DO THIS:

- During your Monday feedback timeslot, identify all the milestones that you want to recognize and celebrate that week. These could be:
 - Employee birthdays
 - Employee start date anniversaries
 - Team accomplishment milestones (e.g., the first time we achieved a 90 Net Promoter score, or the date we broke \$1M in sales, etc)
 - Notable project milestones
- Keep a list of milestones such as birthdays and work anniversaries for easy reference – even better, but a recurring reminder on your calendar.
- You can send the message out on Monday if that makes it easier – “Lakisha’s birthday is this week!”
- Emails are great, but you can also send a hand written note, make a video message, give a gift card, provide a shout-out during the team meeting.

HACK #3

TALENT TUESDAYS

Make Tuesdays the day to focus on strengths and unique talents. People who use their strengths at work everyday are 6x more engaged at work.

DO THIS:

- Consider each of your team members separately – or, if you are short on time, pick one person to focus on each week.
- Ask yourself:
 - What are their strengths?
 - When do they shine?
 - In what parts of their work are they using these strengths?
 - Are there additional opportunities for me to leverage their strengths?
 - In what ways can I help them to use their strengths more daily?
- During your next 1:1 with them, devote some time to talk about their strengths. Express appreciation for their unique talents.
- Ask them:
 - What do you see as your strengths?
 - How often do you get to do what you do best?
 - Which of your work activities allow you to use your strengths?
 - What can I do to help you to use your strengths more often?

HACK #4

WOW WEDNESDAYS

Make Wednesdays the day to call out one superstar!

DO THIS:

- Ask yourself:
 - Who wowed you over the past week?
 - When was it?
 - What did they do?
 - What was amazing about it?
- Share it with the team - Make it a big deal! It will encourage people to want to WOW you. Try to look for ways everyone has wowed you over time so that you don't inadvertently create a sense of favorites.
- Consider having lunch, sending a small gift card, or offering some other small gesture to express your appreciation.

HACK #5

THANKFUL THURSDAYS

Make Thursdays the day to express gratitude and thanks. This makes others feel good and can have a positive benefit for you too – expressing gratitude is associated with less stress and increased happiness.

DO THIS:

- Ask yourself:
 - What are you thankful for this week?
 - Who do you appreciate?
 - Who did something kind or generous you want to recommend?
 - Did anyone go out of their way to help you or someone else?
- Send out thanks through email, hand written notes, or video messages.
- Consider making it a team affair. Ask everyone on the team to send at least 1 note of thanks to someone on the team or even outside the team.
- Incorporate it into your team meetings – at the beginning of the meeting, ask each individual to express gratitude towards one or more teammates for something – it might feel awkward at first, but stick with it!

HACK #6

FEEDFORWARD FRIDAYS

Make Fridays they day to offer feedforward.

DO THIS:

- Feedback is looking at past behavior, actions, accomplishments, results. Feedforward is providing specific input about how to improve in the future.
- Ask yourself these questions for each of your employees to share during your next 1:1 (you might ask them about yourself too!)
 - What opportunities does this person have to improve?
 - What specific actions could they take to be more effective the next time?
 - What one thing could they put into place that would up their game 10%?
 - What one skill could they work on developing to have a bigger impact?

HACK #7

YOU ROCK! PEER RECOGNITION

You don't have to be the only one providing feedback, appreciation, and recognition! Get your team engaged too using this hack.

DO THIS:

- Go into the wilderness (no, seriously, you need to go outside for this).
- Find a rock that can fit in your hand.
- Paint it colorfully – maybe use your company's brand colors.
- Paint the words "YOU ROCK!" on it.
- Ask your team to give the rock to a peer when they appreciate something their peer did.
- Watch the magic happen!
- If your team is hybrid / remote, consider a different visible symbol such as a special virtual background. One team we work with actually mails a stuffed animal to each other. The team morale boost is worth the shipping costs!

Want to be a better manager? Want a high-performing team? Want thriving employees?
We can help!

Pixel Leadership Group

1714 Boardman-Poland Road, Suite 9

Youngstown, OH 44514

info@pixelleadershipgroup.com

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