What is Feedback

Two Types: Informal and Formal
- Informal feedback is ongoing, in-the moment advice outside of the formal performance review
- Formal feedback is information relayed to person in their performance review
  - Common themes from informal feedback conversations should be used as data sources when writing performance reviews
  - Performance reviews are tools for:
    - Assessing the accomplishments and performance of faculty and staff
    - Identifying current and future development needs

Comes in Two Different Forms:
- Positive feedback is used to sustain or reinforce good performance
- Constructive feedback (AKA as “development” feedback) is used to correct unsatisfactory performance or improve average performance

Informal Feedback Success Factors
- Informal feedback is best given as close to event as possible
  - For managers, waiting for the annual performance review or the next time you interact with an employee is unproductive and may even be counterproductive
  - This can cause feelings of resentment, self-doubt or insecurity
- Informal feedback is a continuous, interactive process
  - Since adult behavior tends to be resistant to change – informal feedback should not be a one shot activity
  - Desired behaviors need to be frequently reinforced and undesired behavior regularly redirected