

How to Consistently Gain Feedback from Your Team

When you are holding regular hands-on or team meetings, often there's not always enough time for everyone to recap the week, the issues, and challenges faced. Yet this is critical feedback to remain successful. Your client work and day-to-day environment may move very quickly and so it's important that when you meet, you are all able to focus on areas that will deliver the most progress.

When starting a new week, a best practice approach to stay on time and focused with your staff or team is to ask the following three questions below.

1. What did we do well?
2. What can we do better?
3. What do we need to focus on this week?

Let's break each of these questions down individually.

What did we do well?

This is a progress assessment which allows everyone to open up on what they have accomplished in the past week, giving them the floor for some authentic feedback. Not everyone enjoys doing this, but under your watch if you encourage it, they will, which will raise their confidence and momentum when they hit roadblocks. They may, for example, discuss successful and productive meetings they had or completion of contracts, or approvals they retained, or policies completed, and what if any takeaways there are from the group as a result of this progress.

What can we do better?

This gives everyone the opportunity to discuss things that didn't go well, people they couldn't reach, follow-ups that didn't happen, unexpected bottle necks that occurred, deadlines that are slipping. This topic should elicit a call to action where, for example, you recognize a need for an additional resource, additional training, a phone call or email which needs to happen.

What do we need to focus on this week?

This is where accountability and commitment comes into play. Now that we know what went well, what we could do better, what is most important for us to focus on? Everyone should verbally commit to at least 3 things they will focus on in the current week. This should move quickly as you go around the group and take one to two minutes per person as everyone recaps their commitments. Ask that everyone to share what they're remaining accountable for.