

Feedback

Getting Started

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Quick Overview

Feedback is a gift – it helps us learn, grow, and improve our performance.

PWC states that 87% of employees want to "be developed" in their job, but only a third report receiving the feedback they need to engage and improve.

Couple that with the vast majority of engagement survey data – we know the workforce today craves feedback.

Key themes from surveys are;

- I want to learn about my strengths and weaknesses, and how my actions impact others.
- I want to know how to make better decisions and improve my performance.
- I want positive feedback to motivate me to keep doing good work or to strive for more.
- I want to identify potential issues before they escalate.
- I want feedback so I can strengthen my relationships by helping me understand and respect other's perspectives.

Quite simply, we wanted to make this easy for our users.

We are thrilled to introduce our new and improved feedback module!

Navigation

Feedback tab in the left nav

Feedback is a module in OpenBlend so will sit as a module item in the left-hand navigation under 'Me' or in 'Snapshot' at the bottom of your homepage.

Open Blend	Feedback		3
න Home ≗ My 1:1s	About me To do About others	Give Informal Feedback	Request Formal Feedback
Rì Me 🔨	Feedback received from colleagues		
🕆 My activity	↔ Formal Feedback		View
Objectives Objectives Objectives	My leadership style	ager	
⊘ Wellbeing - ØDevelop			
은 High fives 루 Feedback	⊠ Informal Feedback		View
Evaluate	Your presentation yesterday		
♀ Lightbulb	🚱 Given by: Mary F. 🛛 🗟 Given: 24th November 2024 🛆 Private		
D Notepad	Your response		

About me – To do – About others

Every feedback homepage is structured by 3 tabs:

- About me: This contains all feedback about you, either requested or given.
- To do: Making it easy for you to see what feedback you need to respond to.
- About others: This section is a view-only area that shows you all the feedback you have given to other people.

Each of the tabs contains feedback tiles that display relevant information and buttons to either View, Respond, or Continue.

Types of feedback

There are 2 types of feedback in the feedback module:

- 1. Informal feedback which you can give at any time.
- 2. Formal feedback which you can request at any time.

Please note: your business may have renamed informal and formal feedback.

There are 2 buttons that will always display at the top right-hand side of the page, a **GREEN** button for Informal and an **ORANGE** button for Formal.

Simply click on either to be navigated to the relevant feedback page.

Give Informal Feedback

Request Formal Feedback



Giving Informal Feedback

To give informal feedback simply choose:

- 1. Who to send your feedback to
- 2. Give the feedback a title
- 3. Enter your feedback.

Give Informal Feedback

You can tag the feedback (your company may not have this feature switched on) and you can use the tips and advice dropdown menus on the right-hand side of the screen to help construct your feedback if you wish.

Informal Feedback	Tips and advice	
Your colleague may share this feedback with their manager	GROW	~
`o	CEDAR	~
Please choose		
ubject		
omment		
	1	
dd tags (optional)		
Click to select		
	Submit	



Requesting Formal Feedback

To request formal feedback simply:

- 1. Chose who you want to receive feedback from
- 2. Give the feedback request a title
- Choose a template Stop Start Continue, End of Year, or any template that seems most relevant. Your company will create these templates (you will be shown the template questions below).
- 4. Submit your feedback request.

Please note: when you have requested feedback it will sit in the 'About me' section. If you are a manager requesting, it will sit in the 'About me' in the individual's page.

Formal Feedback The feedback you receive will be shared with your manager				
I want to receive feedback from:				
Please choose				
Subject	Due date			
	₫ dd/mm/yyyy			
What type of feedback are you requesting?				
OpenBlend Stop/Start/Continue Template	~			
Respondents will give feedback based on these prompts: What should {feedback-subject} stop doing?				
Please include examples of what {feedback-subject} needs to stop doing				
What should {feedback-subject} start doing? Please include examples of what {feedback-subject} needs to start doing				
What should {feedback-subject} continue doing? Please include examples of what {feedback-subject} needs to continue doing				
Submit				
To log feedback click here. To log a support ticket click here	L.			

Request Formal Feedback



Responding to Formal Feedback

To respond to a feedback request:

- Access the request by clicking on 'Respond' in your 'To do' tab
- 2. Read the request who it is for and the subject matter
- Read the tips and advice on the right-hand side of the page – click on a feedback model that you like the look of
- 4. Respond to the questions in the template
- 5. You can either 'Save a draft' or 'Submit'. The draft will sit in 'About others' tab and the button will say 'Continue' when you return.
- 6. Once submitted, it will be shared with the recipient (if not private) and will be saved in your 'About others' tab.

Formal Feedback	Tips and advice	
This feedback will be shared with Eloise P. and Anna R. This feedback will be shared with your manager and yourself.	Link to lightbulb	>
ior: 🚯 Eloise P.	CEDAR	>
ubject: June Advertising Campaign	GROW	>
Please comment on how Eloise has delivered against "Inspire"	SBI	>
I especially appreciated that you communicated with the team so well and got everyone involved all throughout the briefing and creative process with the agency. I think you excel in facilitating group discussions, especially when the agency came over and we got to brainstorm together.	STAR	>
lease comment on how Eloise has delivered against "Leadership"		

Tips and advice

The reality is that most people like getting feedback a lot more than they like giving it.

We know it can sometimes be challenging to word feedback correctly and we are here to support you with that.

The 'Tips and advice' section on the right-hand side of the page contains feedback models and descriptors to build your confidence and capability in giving feedback.

There are some OpenBlend recommended models, and your company will have added feedback models used by your organisation.

Take your time, read through the models if needed, and remember when giving feedback, it's important to be clear, specific, and constructive.

Tips and advice		Tips and advice	
		GROW	~
Link to lightbulb	>	CEDAR The first stage of the CEDAR Feedback opening the conversation and setting t	Model involves the context, It's
CEDAR	>	important for the receivent to be aware to which they will receive. It's also imp to be aware of the importance of feed feedback works.	of the area in relation ortant for the individual back itself and how
GROW	>	Examples Having set the scene, you need to pro- and preferably directly observed exam behaviours that you want to provide fe enough examples to bring the point to	vide specific, factual ples of actions or edback on. Provide life, but don't
SBI	>	overwhelm the feedback recipient.	
STAR	>	Now that the individual receiving the fr the specific areas that have been ident to diagnose the situation with them. This process usually follows a coachin model the feedback provider asks the think happened and why. This is a two which the recipient has the chance to feedback provider listens actively to By the end of this discussion both of y what caused the situation to occur.	edback understand iffied, the next step is g approach. In this recipient what they stage process in speak and in which the hat they have to say. ou should understand
		Actions Having worked to understand some of led to the situation, you can now move what actions can be taken to ensure th or doesn't happen again. This stage is also usually undertaken It approach. Here the feedback provider their thoughts on future actions and ne here may be to provide solutions, but avoided.	the root causes that on to determining le situation is resolved hrough a coaching asks the recipient for ext steps. The desire doing so should be
		Review The last stage of The CEDAR Feedback conversation up. The conversation cor- feedback process doesn't. We should individual and providing reinforcing fee basis as well as having a more formal time.	k Model wraps the includes, but the keep checking in the idback on a regular discussion at a set

Legacy feedback

Many of you will have feedback that is historic and in the current feedback layout. This will always be accessible and will now show in 'About me' and 'About others', formatted in the new formal feedback template, 'Doing well and needs support'.