



# 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.*

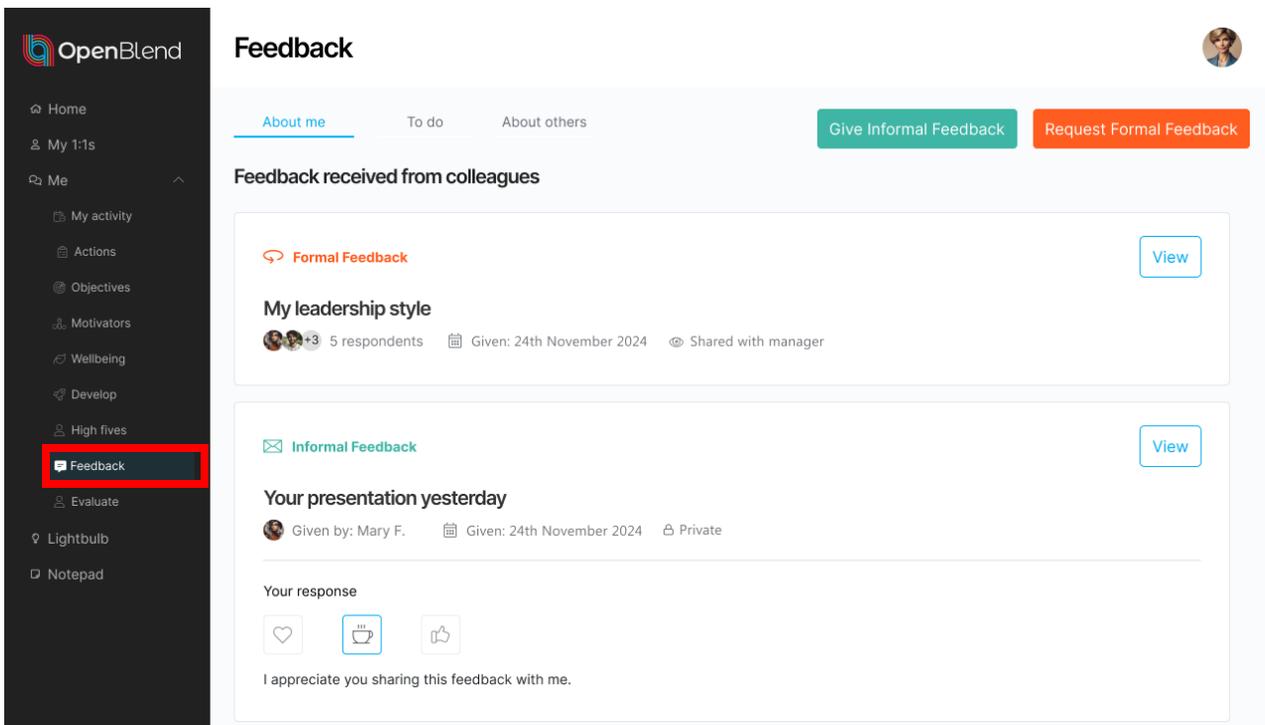
Quite simply, we wanted to make this easy for our users.

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.



### 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 drop-down menus on the right-hand side of the screen to help construct your feedback if you wish.

The screenshot shows a web form titled "Give Informal Feedback to a colleague". At the top left is a back arrow and the title. Below the title is a light blue box with the heading "Informal Feedback" and a message: "This feedback is shared with your manager. Your colleague may share this feedback with their manager." To the right of this box are two dropdown menus under the heading "Tips and advice", with "GROW" and "CEDAR" selected. The main form area contains a "To" field with a dropdown menu showing "Please choose...", a "Subject" text input field, a "Comment" text area, and an "Add tags (optional)" dropdown menu with "Click to select". A blue "Submit" button is located at the bottom right of the form.

## Requesting Formal Feedback

[Request Formal Feedback](#)

To request formal feedback simply:

1. Chose who you want to receive feedback from
2. Give the feedback request a title
3. 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](#).

## Responding to Formal Feedback

To respond to a feedback request:

1. Access the request by clicking on 'Respond' in your 'To do' tab
2. Read the request – who it is for and the subject matter
3. 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**

 This feedback will be shared with Eloise P. and Anna R.

 This feedback will be shared with your manager and yourself.

For:  Eloise P.

Subject: **June Advertising Campaign**

Please comment on how Eloise has delivered against "Inspire"

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.

Please comment on how Eloise has delivered against "Leadership"

Tips and advice

Link to lightbulb >

CEDAR >

GROW >

SBI >

STAR >

Submit

## Tips and advice

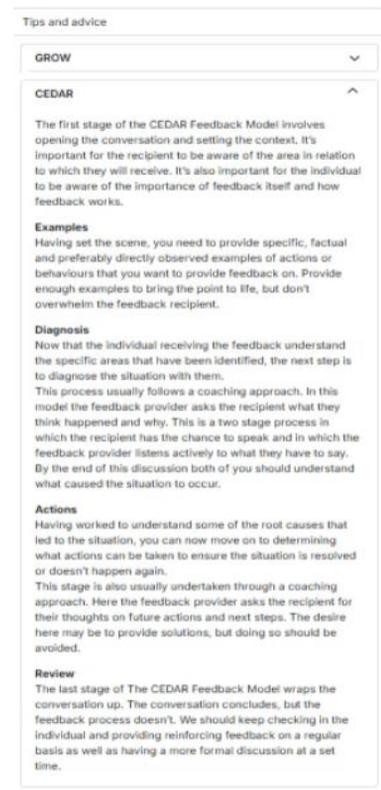
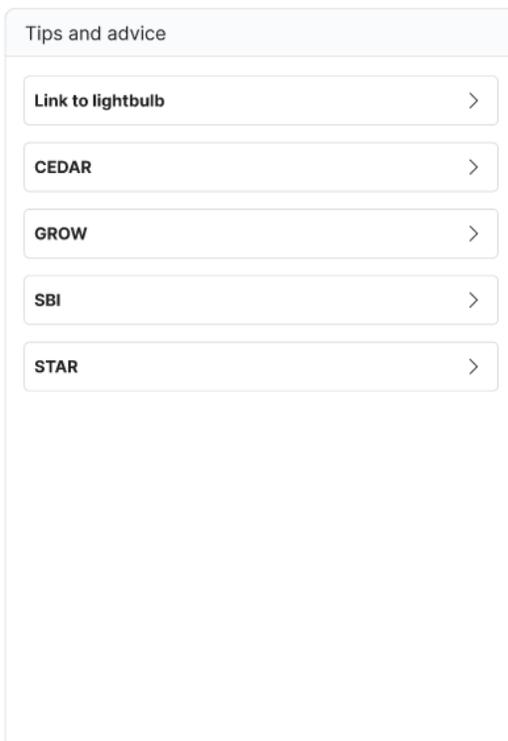
The reality is that most people like getting feedback a lot more than they like giving it.

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.



## 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'.