

The Manager's Guide to Employee Feedback

Glenn Devey

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Glenn Devey : The Manager's Guide to Employee Feedback before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Manager's Guide to Employee Feedback:

0 of 0 people found the following review helpful. Feedback is the right way! By Fabio Radin Taken from the book, feedback is "Taking a portion of the output and comparing it with the input to decide whether you are getting what you want out of a system". This book would help you in understanding how important is the feedback your employees could give you, how to ask for it in the best way and how to use it to develop better strategies for raising working performance of a team. The book starts with the description of the seven keys that a manager should always remember when he needs to deliver a feedback (with some examples, important in my opinion!). The next two chapters introduce a management calendar and a couple of frameworks that could be taken as an example when using regularly a feedback model with the team: the WIN model (What went well, Interesting aspects of performance, Next time) and the BAR model (Background, Activity Results). Every model could be use in a different situation where different situations should be managed. Chapter 4 is one of the most important, in my opinion, because it talks about the reprimand feedback. Describing the DESC model (Describe the situation, Express the impact, State what you want to change, Communicate the consequences), is explain how to manage with an employee not reaching a goal or having wrong behaviors. Keep it in mind next time! In the end, last two chapters point your attention on the other side, i.e. giving feedbacks to your manager and how to finalize them in the best way, how to improving the delivery and how to balance feedbacks with encouragements. This book is really light and easy to read. Glenn talks about difficulties that every manager could encounter during a project or inside a team, but with few changes in the approach of giving and getting feedbacks, Glenn suggested a way to get the best performances from the team. 0 of 0 people found the

following review helpful. Very quick read with practical information
By Troy M. Waters
This book was a quick and easy read with very practical information. Although it teaches you how to give feedback in a timely manner, it is structured in a way it could easily be referred to when preparing for a scheduled employee feedback meeting. The author's use of examples from his own work experience, including past mistakes, increased the effectiveness of the learning. I recommend this book to new and experienced supervisors/managers who would like to improve their feedback skills for different situations. The information should be helpful for personal relationships, too.
0 of 0 people found the following review helpful. Useful guide for giving feedback
By Gilberto T. Garcia Jr.
Although short, this book shows different styles and techniques for giving feedback. With a nice and clear language, the author first explains the technique and then he tells stories about his own experiences to illustrate how and where it should be used. From positive to negative feedbacks the book is a great start point for new managers learn how to properly give feedbacks. Experienced managers can also have in the book a source to remember and improve the skills for feedback giving.

Expert Business Coach and trainer Glenn Devey shares with you his inside secrets to delivering the best feedback to engage your staff in their development journey. Critical to your success as a manager is your ability to consistently raise the performance of your team members, and the best leaders let their staff know exactly how they are measuring up. This friendly, engaging guide will give you a shortcut to a management skill that is valuable and rare, but essential to make your mark as a great leader. Let Glenn show you how to master his tried and tested feedback models, and you'll be able to deal confidently and fairly with your staff even when stakes are high. Step by step, you'll learn to deliver professional and effective reprimands with minimal stress, apply subtle psychological tactics to steer your team towards success, diplomatically deliver feedback to senior leaders, articulate your feedback to keep your team motivated, and deal with difficult feedback situations. Packed with tips, advice, real life case studies and written with humor along the way, this accessible guide will help you to fulfill your management potential.

About the Author
From the Foreword: "Glenn Devey presents a range of strategies to help us in this development. His engaging style, his authentic appreciation of the challenges this presents and his enthusiastic encouragement to us all make this book a very accessible and enjoyable read. He draws on his own experiences with a refreshing honesty and his highly developed coaching and mentoring skills are in evidence as he encourages us to think for ourselves and work things out through experience as opposed to calling on us to simply take his word for it." - Mike Hurley, Management Development Consultant and Business Coach
About the Author
Glenn currently works as a management consultant building on an industrial career spanning almost thirty years. After beginning his career in the Telecoms industry, he moved into the Automotive industry where he spent seventeen years working in Engineering Management leading small and large teams of engineers working on complex new products. He resigned his corporate position in 2007 to work freelance as a trainer, coach and consultant following a passion for personal and professional development. Since then he has worked with clients such as Argos, Royal Mail and Starbucks, training the next generation of new managers and also working as an executive coach to senior leaders in business.