Title: Critical feedback elements every manager should know for enhancing workplace communication
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Abstract: Feedback has long been recognized as an important component of any productive workplace, yet managers often make common mistakes when delivering feedback to employees. Such mistakes can drive employee performance in the wrong direction. As a result, this sub-standard communication often prevents organizations from tapping into the true potential of their employees. This talk will draw upon a wealth of behavioral science research from diverse areas such as pedestrian safety, food service industries, trade, transportation, manufacturing, clerical work, online training and workplace simulations to identify the essential rules for performance-enhancing feedback. The talk will also seek to outline simple and practical rules that are commonly neglected, but easily implemented.