

Foster Psychological Safety

- Foster an environment of feedback and open dialogue with staff – just like we do with guests
- Identify & address warning signs of unsafe culture
- Lead by example – share your mistakes and learnings
- Turn service issues into learning opportunities by focusing on solutions, not blame

Design Practical Feedback Systems

- Implement short "feedback windows" during natural breaks like shift changes
- Use digital tools for real-time communication when face-to-face feedback isn't possible
- Build quick (2-3 minute) feedback check-ins into pre- and post-shift routines
- Adapt feedback methods to fit your setting

Create Space and Time for Feedback

- Designate quiet areas or repurpose existing spaces for private feedback conversations
- Establish "feedback office hours" when managers are available for discussions
- Schedule feedback sessions strategically by avoiding peak or busy periods
- Ensure adequate staffing levels so staff can step away for feedback without disrupting operations

Balance Formal and Casual Feedback

- Train managers to notice patterns rather than one-off incidents
- Establish simple tracking systems to log quick feedback conversations
- Establish clear guidelines for when to escalate from casual to formal feedback
- Use formal and informal feedback approaches appropriately to reinforce continuous improvement

Follow Through Consistently

- Remember to include a follow-up plan in every feedback conversation
- Use tracking tools like shared documents or HR software to log and monitor the feedback process
- Measure completion rates of follow-up actions
- Assess whether improvements were implemented
- Gather staff input on the effectiveness of the feedback process

Use Structured Feedback Frameworks

SBI Framework (Day-to-Day)

- **Situation:** Describe when and where the behaviour occurred
- **Behaviour:** State exactly what was observed
- **Impact:** Explain the effect it had

CEDAR Framework (Formal Reviews)

- **Context:** Set the stage for the conversation
- **Examples:** Provide specific instances
- **Diagnosis:** Explore the root causes together
- **Action:** Create clear next steps
- **Review:** Set a specific follow-up time to track progress

Lead by Example

- Demonstrate vulnerability by sharing your own learning experiences
- Focus team discussions on improving processes rather than criticizing individuals
- Convert challenging guest situations into learning opportunities for team growth
- Recognize and celebrate effective feedback exchanges to reinforce a culture of open communication