

## Feedback as a Tool for Cultural & Psychological Safety

### Why Feedback Matters in Hospitality & Tourism

Hospitality and tourism workplaces are fast-paced, people-facing, and often high-pressure. How feedback is given, especially in moments of stress, directly impacts staff wellbeing, team trust, retention, and guest experience.

When feedback is delivered with cultural safety and psychological safety in mind, it becomes a tool for learning, accountability, and growth, not fear, shame, or defensiveness.

### Common Feedback Pitfalls in Hospitality Settings

- Giving feedback publicly or in the heat of the moment
- Using tone, volume, or body language that escalates stress
- Assuming intent rather than asking questions
- Framing feedback as personal failure instead of shared learning
- Ignoring cultural context, hierarchy, or lived experience

These approaches may feel efficient, but they often damage trust and morale.

### What Culturally & Psychologically Safe Feedback Looks Like

Safe feedback is:

- Timely but regulated (not reactive)
- Private and respectful
- Specific and behaviour-focused (not personal)
- Curious rather than assumptive
- Rooted in shared goals (safety, service, teamwork)

### Reflection for Professionals & Leaders

1. Would I be comfortable receiving feedback the way I give it?
2. Who feels safest, and least safe, receiving feedback in our workplace?
3. How does power (role, seniority, culture) show up in our feedback practices?

## Practical Tools You Can Use Right Away



### Key Takeaway

In hospitality and tourism, feedback is never neutral. It can either reinforce fear and turnover, or strengthen trust, accountability, and service excellence.

When feedback is delivered with cultural and psychological safety in mind, it becomes a powerful leadership tool that supports people *and* performance.

### Note

This resource was developed in alignment with Indigenous Cultural Safety principles and promising practices for people-centred workplaces.