

# SUPPORT YOUR TEAM!

10 tools to help business owners, managers and supervisors encourage innovative and passionate employees

TOOL 6 of 10

- ▶ PROVIDE THIS TOOL TO ALL MANAGERS AND SUPERVISORS ON STAFF
- ▶ JOIN LINKEDIN AND DISCUSS THIS TOOL WITH YOUR PEERS

# Constant *communication*

## TOOL OVERVIEW

**Why don't your employees every want to share their thoughts with management? How come no one ever makes suggestions to improve the workplace?** The problem is you're waiting for your employees to come to you when you really should be asking them for their feedback. The solution: find creative ways to make communication a two-way street where employees feel that their opinions are valued.

## Take a Good Look Around!

360°Feedback is a great way to open the lines of communication in your workplace. Take 15 minutes to ask your employees what they think of the company, the management and the working conditions. Consider it a reverse performance appraisal!

### Consider this . . .

*Alter the way you communicate with your employees. Avoid talking about tasks or job duties with your team. Rather, focus on communicating the accomplishments to be achieved through their hard work. This is the easiest way for employees to see that every job has value within the company and every member of the team has an important role to play.*

IF YOU REALLY WANT YOUR EMPLOYEES TO SHARE THEIR IDEAS WITH YOU, MAKE SURE YOU KNOW WHAT'S GOING ON IN THE WORKPLACE. TAKE A WALK AROUND, ASK QUESTIONS, OBSERVE. YOU NEVER KNOW WHAT YOU'LL LEARN.

## Close The Door on the Open Door Policy

You've heard it time and time again - have an open door policy and your employees will feel comfortable coming to you to share their ideas and give you feedback on the way the company is running. Take a look outside your office right now. Do you see a line forming? Didn't think so!

So, if you really want employees to communicate with you, come to you with great ideas and provide you with honest feedback, you will have to approach them. The key being to never stop asking!

## SPEAK IN THE FUTURE TENSE!

### Food for Thought

Performance reviews evaluate employee performance over the past year, but the real focus should always be on the future. Take every possible opportunity to discuss long term goals and objectives. Don't and you'll always find yourself stuck in the past!

Encourage employee feedback by developing creative ways to discuss their ideas. These measures can be as simple or elaborate as you want them to be. Consider dedicating the first 10 minutes of every meeting to employee ideas, participate in 360° feedback or simply set up a suggestion box and offer rewards for the best solutions. The most important thing is to make sure that the feedback employees provide is appreciated and used!

## Want more? Check out this great read!

**360-Degree Feedback: Strategies, Tactics, and Techniques for Developing Leaders** by John E. Jones & William L. Bearley

View in online @ [www.amazon.com/360-Degree-Feedback-strategies-techniques-developing/dp/087425356X](http://www.amazon.com/360-Degree-Feedback-strategies-techniques-developing/dp/087425356X)

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