

Giving Feedback



While maybe not the most glamorous part of a leadership position, each person in the organization deserves feedback from their supervisor or leader about their progress and room for growth. This can be done both formally and informally depending on your requirements.

Student supervisors will likely want to provide feedback formally in conjunction with their staff supervisor. If you supervise volunteers, you may want to provide periodic informal feedback as

opposed to a more formal employee evaluation.

Formal Reviews:

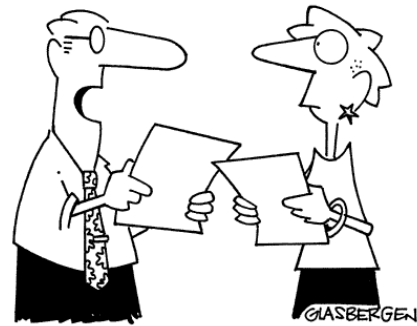
- As a leader, you should have a written evaluation that you can hand to the student for their records as well as yours. At the beginning of the evaluation, remind them that the evaluation goes in their personnel file so it should be taken seriously. Focus on both the objective requirements that are outlined in the job description as well the employee's attitude and demeanor. Use specific evidence for making claims regarding their performance.
- As you go through each section ask the student if s/he agrees with your observations. If you have spent enough time observing their performance, your evaluation will be accurate. Explain your points again if need be so that the student understands what you expect of him or her.
- At the end, ask if s/he agrees with the evaluation and if everything was clear.
- You may find it helpful to ask for feedback as well on your supervisory style. If you find that this time is awkward to ask for feedback, you can always ask students to submit feedback to your direct supervisor who can share their suggestions with you. This levels the playing field so everybody feels like their voice is heard and that they are able to share things from the grass roots level that you may not see.

Informal Reviews:

-Especially when working with volunteers, make sure they know that you appreciate their efforts. Sometimes a pat on the back is all that is needed. Other times you may want to hold an appreciation dinner where you explicitly thank them for their time and talents.

-Some volunteers may want to receive feedback on how they can improve and contribute better to the cause. Others may simply want to put in their time and stop for the day. Depending on your organization's policies, either way is OK. However, you as a leader will want to monitor to make sure everything is going well and that they are happy with their working conditions.

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“My performance review says I have trouble accepting responsibility. Is that MY fault?!”