

Introduction

Feedback at work helps us to celebrate what we do well, reflect on our own working styles and develop new skills.

This can happen both formally, through regular supervision, and informally throughout the workday.

Allowing time to develop trusting, mutual relationships improves people's experience of giving and receiving feedback and leads to helpful communication.

“Professional supervision is the regular contact between a supervisor and a staff member in which to monitor and reflect on their work; review and prioritise work with individuals; provide guidance and support and identify areas of work that need development ([reference](#)).”

Things you can do to support people to know how to do their job well through supervision and feedback include:

1. Give people clear information about what is expected of them

A clear position description is the starting point for conversations about how people are going at work.

2. Take time to develop trusting connections with people; this will help with answering questions and entering discussions freely

This may also help people feel more comfortable talking about what support they need, especially if they have had negative experiences in the past.

Be clear in your language when describing the nature of professional relationships and boundaries.

3. Give lots of feedback! About things people are doing well and things that will help them to do their job better. Be as specific as possible.

During supervision, talk about specific examples of things people are doing well and things that will help them to do their job better.

Celebrate and problem-solve together.



4. Invite feedback and input from employees.

Being asked to provide feedback or input lets people know that they are important and valued at work. It can also help you understand how you can do your own job better and provide better support.

5. Use both formal and informal supervision practices

Informal supervision is feedback and assistance that happens naturally and spontaneously while performing tasks at work. It also includes making time to catch up for a chat.

// ...you need both formal and informal supervision....so you need to be able to just ask people informally and it's good to have a system that says, re-member to sit down and talk, because sometimes its only in the formal systems where you remember to ask all your questions. //

6. Use guidance for supervision and work with people to find the right process for them

Plan the discussion in advance with a [supervision template](#)

Helen Sanderson has person-centred [templates and tools](#) to guide discussion.

7. Talk about workplace adjustments and support during supervision

Ask employees during supervision about support they may need and considerations there are to overcome any barriers to doing their job well.

Give people information about professional support outside of your organisation through an Employee Assistance Program (EAP).

8. Provide regular supervision to casual and part time staff

People who are employed in part time, project or casual work may not receive the same day-to-day support that others do. This can impact on their day to day work and career development. Include regular supervision in these roles.

For more information

- Watch [Episode 4](#) of VALID's [Let's Work web series](#)
- Read pages 27-32 in the [VALID Employment Project consultation report](#)



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