VIP Feedback: Guidance

Obtaining feedback is a powerful way to help individuals reflect and understand the impact of their skills, knowledge and style. Seeking feedback is optional, however individuals are encouraged to seek feedback regularly and informally from their peers, colleagues and service users.

Feedback can be used to help individual's reflect on their strengths and potential areas for development. Any feedback received can be used to support discussions during a summary appraisal, or any ongoing VIP conversation throughout the year.

Process

If feedback is to be used during a VIP conversation or VIP summary appraisal, line managers and employees should collectively agree the number of people who will be asked to provide feedback. Feedback should be received from as wide a range of people as possible (usually about 6 people). For example:

1. fellow colleague/s within the team (different levels)
2. Those the individual manages, or is managed by
3. Colleague / manager from outside your team / service
4. Customer / service user

As part of the feedback process, individuals should also aim to answer the same questions posed to their peers / customers. This allows individuals to self-assess themselves against the same areas where they will receive the feedback. Below is a suggested email template to gather the feedback:

My line manager is shortly going to undertake <<<*my* *Annual Summary Appraisal*>>>, and I would be very grateful if you could provide me with some feedback in relation to my performance and contributions in this role.

Please can you email XXXX (line manager) directly with comments and let them know if you wish to remain anonymous.

I’ve provided some questions below that would be helpful:

       What are my strengths/ what am I good at – that adds value or contributes to the achievement of the Council’s priorities?

       What should I do less of or stop doing?

       What would you like me to do more of / start doing?

Please be honest in your response, as feedback is valuable in helping my development and continued growth in this role.

Kind regards

XXX

Once the feedback has been received, you and your line manager can review and consider this as part of your performance discussion.