



# USING CONTINUOUS FEEDBACK FOR PERFORMANCE MANAGEMENT

Real-time feedback drives ongoing employee development.

**Feedback can often have a negative connotation or be perceived as criticism.** Sometimes it can even be downright offensive or hurtful. In traditional performance review processes, feedback came once a year and primarily from the top-down. While some organizations did encourage 360 feedback, allowing employees to hear input from other departments, teams or peers, it was often negative and used as ammunition against underperforming employees. This infrequent and off-putting feedback became a feared, process-driven event with few positive results.

**HighGround's employee engagement platform allows managers and employees alike to solicit individual or group feedback in real-time.** Feedback is no longer an intimidating or dreaded conversation, but instead a welcome and voluntary dialogue. Today's employees and progressive environments require input from all levels and view feedback as an opportunity to learn from peers and gain management's insights regarding recent projects, performance or situations.

HighGround recognizes that every company has different goals related to feedback. We incorporated great flexibility into our solution by offering several different methods to deliver it.

Feedback can be requested at key times throughout the year, such as after a project or event, to ensure timeliness and accuracy. Regular, multi-directional feedback enhances coaching and encourages ongoing employee development across the organization. HighGround ensures that only those who are involved in the dialogue and the respective managers are able to see the shared information.

**Group feedback on individuals:**

Employees are able to better understand how they are performing and areas that may need assistance.

**Project retrospectives:** A great opportunity to suggest potential changes or suggestions in order to improve future processes.

**1-to-1:** Individuals requesting thoughts and opinions from a specific person.



## FEEDBACK EXAMPLES

**Group feedback on department or team:**

Ideal for large projects, this method gives everyone an opportunity to participate in idea sharing.

**Performance, potential and mobility planning:** Help ease transitions between roles or teams.

**Self assessments:** Often initiated by a manager, this allows employees to reflect on past achievements and performance and share their successes.

**Direct report:** Managers solicit feedback about their direct reports from internal teammates.

## The Feedback Process

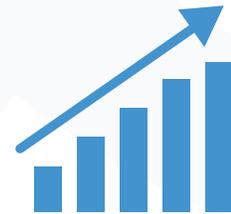
All employees can follow an intuitive step-by-step, template-driven process, or customize a process to more precisely fit the company's needs, to either request feedback from anyone within the organization. This ensures consistency and fairness across teams, departments and levels and improves coaching techniques. Employees then use the optional built-in evaluation system to score the feedback as helpful, extremely helpful or no choice. This helps identify key influencers within the organization and also gauge the feedback's effectiveness. Managers and administrators can access the system's dashboard to track activity and adoption, identify who is

requesting and submitting feedback, reward role models and influencers, and follow-up on unfulfilled, received, declined or expired requests.

HighGround is entirely mobile and just as accessible as every other consumer application your workforce uses on a daily basis. Users can give and receive feedback from their personal computers, smartphones or tablets.

## What are the Benefits of Feedback?

- **Improve performance and productivity** without intimidating rating scales.
- **Gain greater insight into performance** via peers and management.
- **Access customizable or out-of-the box feedback templates** for better consistency across the organization.
- **Leverage permission-based controls** to easily manage the feedback process.
- **Create stronger, cohesive teams** with continuous conversations.
- **Foster a growth mindset** by using prompted tips on how employees can give and receive feedback more effectively.
- **Coach better to create peak performance** amongst team members or departments.



## Make Your Engagement Program Best-in-Class



Building a company culture that enables ongoing performance management is crucial but just one element of a sustainable engagement program. Companies with best-in-class engagement programs utilize the HighGround platform for not only continuous feedback and talent development, but also for rewards and recognition, capturing the voice of the employee and analytics.

To learn more about how HighGround can help drive employee engagement,  
visit: [www.highground.com](http://www.highground.com)