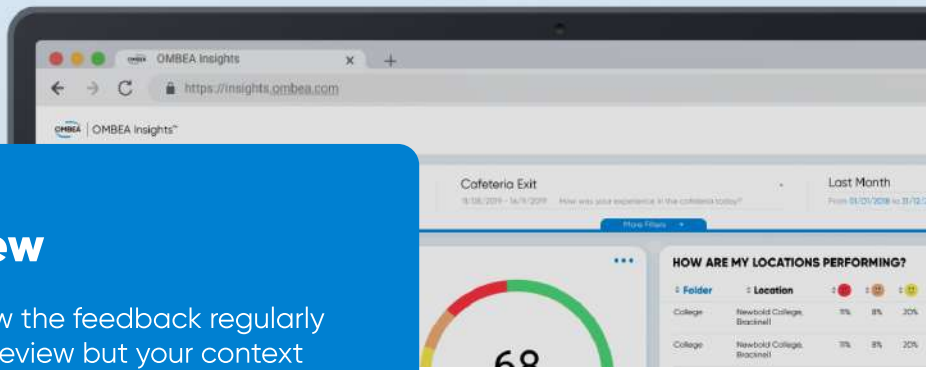


Regular Feedback Review

Our experience suggests that you review the feedback regularly and consistently. We suggest a weekly review but your context might dictate more or less frequent reviews. Either way, pick a schedule and stick to it.



Metrics

You already nailed this down in the Feedback Campaign Planner. Remind yourself here so your review meetings stay focussed.

What should we look out for?

What metrics will we use?

Highs, Lows, and Lessons

Focussing on the most important feedback will help make it actionable.

High Points Last Week

What positive trends do we see in the data?

Low Points Last Week

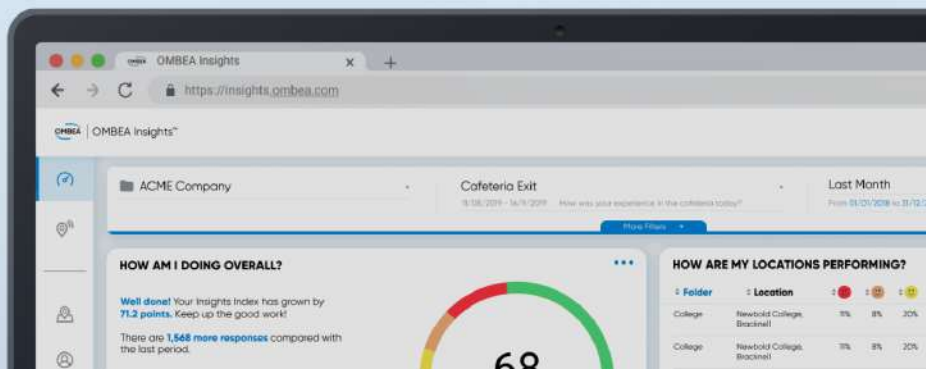
What didn't go so well?

What have we learned?

What do these high and low points teach us?

So how will we improve?

How will we drive positive change?



Special Mentions

Who will you single out for positive feedback this week?

People are your greatest asset. Reinforce good behaviours where you see them and improvements will come faster.

Leaderboard

List the top-performing locations last week

Consider publishing this information to your teams. A sense of competition can make all the difference!