

Task 5:

Using feedback from colleagues

To complete this task you will seek constructive feedback from relevant people within your organisation and reflect on how you can use this feedback to develop your customer service knowledge and skills.

When completing this task, you will:

- consider a range of statements to help you decide what counts as constructive, positive or negative feedback
- list the people in your organisation you can seek feedback from
- describe how you can use this feedback in your personal development
- collect and record constructive (or useful) feedback and reflect on it.

Key terms

Constructive feedback – feedback that is given to help you improve.

The best constructive feedback is honest, clear, specific, action-orientated and respectful. Constructive feedback can be positive or negative. Positive constructive feedback tells you what you have done well and why it was good, so you know what to keep on doing. Negative constructive feedback tells you what you can do better and how to improve.

Destructive feedback – feedback that is hurtful and is not intended to help you improve. Destructive feedback is often accusatory, personal and subjective (as opposed to objective).



Task 5:

Using feedback from colleagues

Relation to the standards

In this task, you will be obtaining feedback from your colleagues to add to or use in the Personal Development Plan you created in **Task 3**. At the end of this task you should revisit and update your plan.

As part of this task you will be working towards demonstrating the following skills, knowledge or behaviour:

Knowledge:

By completing this task you should be working towards showing you understand your role and responsibilities, as well as the impact of your actions on others.

Skills:

By completing this task you should be able to demonstrate your communication skills, including verbal and non-verbal. You should demonstrate that you can use a range of questioning skills to get feedback, listening, clarifying understanding and responding to it appropriately.

Behaviours:

By completing this task you should be able to show you can:

- seek constructive feedback about your customer service skills and knowledge from others
- use feedback from others to develop your customer service skills and knowledge.

Suitable evidence

Suitable evidence to support the achievement of these outcomes could include:

- witness statements
- written and/or digital communication
- coaching/observation
- mystery shop reports
- call recording
- customer feedback, surveys, questionnaires, etc
- 360-degree feedback
- one-to-ones/performance reviews.



Task 5:

Using feedback from colleagues

Preparatory activities

1. Look at the statements below, and decide whether each one is an example of:

- constructive feedback
- positive feedback
- negative feedback.

Remember that constructive feedback may be positive or negative, so each example **may** tick **two** boxes.

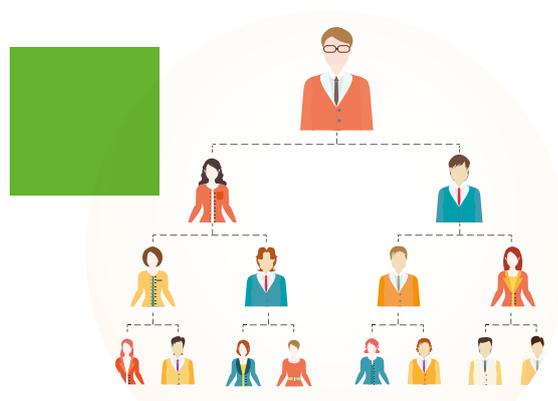
Statements	Constructive	Positive	Negative
How you behave is not good enough.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You dealt with that enquiry very well, although you did forget to check with me before giving them a refund.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perhaps we are expecting too much from you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You're making good progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You're perfect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everything is going very well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That wasn't too bad, but you need to work on your body language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You have a strong work ethic and set an example with your perfect attendance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You take more breaks than permitted, which is negatively affecting the number of phone calls you are able to take in a day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You never seem to listen in meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By setting unrealistic goals and being overambitious, you have left the team feeling unmotivated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You are dependable and possess strong leadership and problem-solving skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You lack confidence and don't take the initiative with new assignments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Task 5: Using feedback from colleagues

2. Research 360-degree feedback, and describe what it is.

3. Research organisation charts, and print one for your organisation. Look at how you fit into the organisation. Keep the chart somewhere safe to refer to later.

Use the chart to make a list of all the people in your organisation that you could seek feedback from. Explain each person's role, and why seeking feedback from them will help to develop your skills.



Task 5:

Using feedback from colleagues

4. Describe why feedback is so important. How can you use feedback from others to develop your customer service skills and knowledge?



Task 5: Using feedback from colleagues

Knowledge application

Complete the following:

Seek and record constructive feedback on your customer service performance from two relevant people within your organisation. One should be a line manager, and one should be a colleague who you work closely with on a daily basis. Explain why these individuals are suitable sources to help you develop your customer service skills.

My line manager is:

They are a suitable source for feedback because ...

The colleague I work with closely is:

They are a suitable source for feedback because ...



Task 5:

Using feedback from colleagues

Reflect on how you will use the feedback you received to understand what you do well, as well as how you can improve your customer service knowledge and skills to do even better. Add what you have learned to the Learning Log you created in **Task 3**.

Sit with your manager and agree on an objective to include in your Personal Development Plan to help you improve as a result of the feedback you have received, and your reflections on it. Write it below, and remember to add this to the plan you created in **Task 3**.

Task 5: Using feedback from colleagues

Following your next one-to-one performance review, write a summary of the feedback you received and how you can use it to improve. If your organisation uses a 360-degree feedback system you should also note any constructive feedback from this exercise.

Remember to use any constructive feedback you receive to regularly update your Personal Development Plan.



Task 5:

Using feedback from colleagues

Learner reflection

Complete the learner reflection detailing what you have learnt from carrying out the task, how you will make use of your learning in your work and which skills you still need to develop.

Learner reflection

Mentor/trainer/employer feedback

Learner signature:

Date:

Mentor/trainer/employer signature:

Date:



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