

Employee Feedback key to support the National Reform Agenda

Good Leaders help people excel, they inspire, coach and guide, making sure you have what you need to do the job well.

Services that put feedback on the backburner should understand that performance may suffer as employees place increasingly greater value on communication.

Maintaining a productive, positive workplace and retaining educators is a big part of a manager/directors role and educators increasingly regard communication as a key to job satisfaction.

People skills are no longer a luxury for managers/directors but an essential tool. Whilst more quantifiable outcomes such as making sure the service is fully utilised, ensuring the regulatory requirements are met etc, often take on a greater importance than feedback, acknowledging that these quantifiable matters are imperative, it is important to also focus on communication and regular feedback. Unless communication with educators is a focus, services are taking a risk.

It is absolutely essential that employees need to know that is expected from them and how they are tracking against that expectation and the first place they look to get it is the leader. If the leader is unable or unwilling to provide that information, employees will regard the assurance that 'our people are our most important asset' as a nonsense and there is a risk of losing them.

Workplace surveys place the ability to give good feedback and recognise individual achievement as the most important characteristic for leaders. One finding indicated that 55% of employees

admit to underperform or just do the basics because they feel their efforts are not recognised.

It is not about pats on the back; it's about honest and open information concerning the performance of an employee, recognising and rewarding good performance and identifying and managing behaviour that needs improvement. Some managers report that there is simply not the time for the 'people stuff' and yet by not investing time and resources to these skills, services are risking a penalty. Having a structure for formal and informal communication systems for employees within the service is important while at the same time being flexible in the ways people communicate.

Feedback is a way to learn, develop and grow



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PEOPLE SKILLS

- *Employees must know what is expected from them and how to they track against those expectations*
- *The first person they look to for that is their manager*
- *If a manager is unable or unwilling to provide feedback, the employee does not feel valued and may look for work elsewhere*
- *Attracting and retaining employees is increasingly critical and management practices must adapt to suit the market*

The Early Years Learning Framework (EYLF) forms the foundation for ensuring that children in all early childhood education and care settings experience quality teaching and learning. (Page 5: Belonging, Being, Becoming: The Early Years Learning Framework). For quality teaching and learning to occur, it is essential that educators are equipped and supported to undertake this important role. This requires leaders to ensure the expectations of the role are clear to educators and that the educators are provided with ongoing support and feedback so as they can continually improve their practices to ensure the Framework successfully underpins the program for children.

**Feedback is the wheel
that moves performance
forward**

