

AUCKLAND BUSINESS

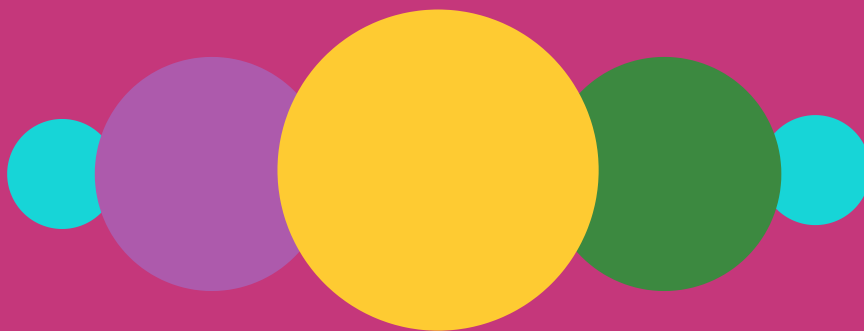
C H A M B E R




**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

YOUTH READY EMPLOYERS



**EQUIP YOUR YOUNG EMPLOYEES
TO HANDLE NEGATIVE FEEDBACK**

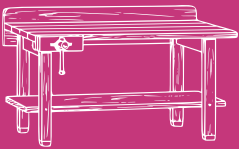


Young and often inexperienced employees will usually respond better to negative feedback if they are prepared for it from the outset.. Start by encouraging your managers and feedback givers to let employees know when they're about to receive criticism - this will put them more at ease as they can prepare themselves ahead of time.



Use encouraging language

Rather than saying, "you did x wrong", approach from a different angle. Try using positive reinforcement! Instead, tell them "we've noticed x. Let's talk through what went wrong and how you can improve or fix this for the future!"



Workshop it!

Consider running workshops that your young employees can attend, during which they can learn useful skills such as remaining calm in stressful situations by controlling their breathing. Run workshops for the managers too! If their approach to giving feedback comes across aggressive or negative, the young person will feel attacked or threatened and may respond in kind.




Encourage young people to take notes when they receive feedback

This will help them to learn from their mistakes (and view them objectively, rather than misremembering). It also helps to frame the feedback process as just that: feedback. Even if there is a disciplinary element to the feedback being given, it is to improve communication and performance, not to make anybody feel small. Taking notes is one way to bear in mind that the feedback is intended to be useful.

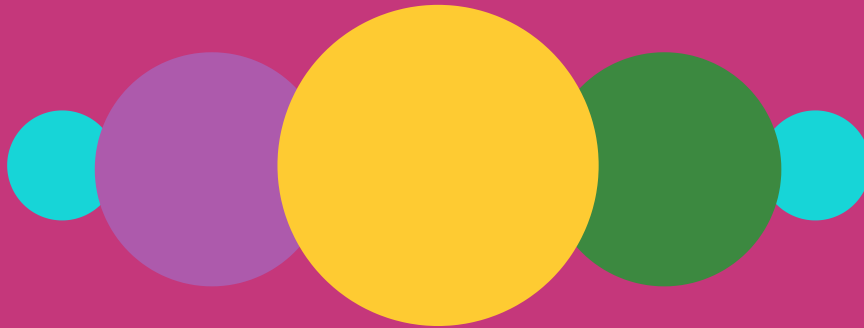


Create a "feedback loop"

Show your young employees how to dissect these notes they've taken into new workflows and manageable tasks. Consider running regular team breakfasts or workshops in which you can encourage them to ask for, or share examples of where they've gone wrong and how to improve. You can combine these examples with their notes and create 'Feedback Packs' which can be handed to both new and existing young employees. These will provide reference to the collected examples which current employees can use to improve, and new employees can use to learn.



YOUTH READY EMPLOYERS



The Ministry of Social Development and Auckland Business Chamber have launched this initiative which this document is part of called the Youth Ready Employer Programme which has been designed by The Youth Group to help companies better understand, connect, recruit, develop and retain young people for their businesses.

The programme comprises a range of online resources, including manuals, templates for job descriptions and guidelines on how to ensure your organisation is doing enough to attract young talent.



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POWERED BY THE YOUTH GROUP.