Feedback App Instructions

Welcome to the Feedback App! We believe that consistent, timely feedback is an important aspect of personal growth. The **Feedback App** allows you to give real-time, anonymous feedback to any of your colleagues, with the intention to help them grow and develop. **Here are a list of FAQs to help you get started:**

Q: How do I download the Feedback App?
- Search for "Feedback Lite Perks at Work" in the [Apple App Store](#) or [Google Play](#)
- The Feedback App is a Perks at Work application, developed by Next Jump

Q: How do I login?
- Sign in using your email address and default password set by your administrator

Q: How do I use the app?
- Use the Feedback App to give your peers authentic feedback in real-time.

- To give feedback to an individual:
    1. Search for the employee's name or swipe to find them on the home screen
    2. Select the individual you want to give feedback
    3. Rate them on a scale of 1-4
    4. Enter in any comments you have (there is a 20 character minimum)
    5. Click "Submit"
    6. Optional "Add e

- To view your own feedback: click on the icon "My Feedback" in the bottom of the screen

Q: How do I update my profile picture?
- Click on the icon " My Feedback" and then click on the grey circle at the top of the screen with the profile icon.

Q: Is my feedback anonymous?
- Yes; the feedback you give is anonymous.
- The ability to give anonymous feedback is done intentionally to ensure you can give your honest thoughts.

How to Use the Ratings

When giving feedback in the Feedback App, you must give a score (from 1 to 4), and you must also leave a comment.

Score	What it means + what feedback to give
1 **Below Expectations**	• Unsatisfactory work that needs a lot of improvement • Headed in the wrong direction *Comment Tip:* Be candid about what's wrong and why
2 **Meets Expectations**	• Work is satisfactory; acceptable, but not outstanding • Signals of work in a good trend *Comment Tip:* Be specific about why they're headed in the right direction
3 **Exceeds Expectations**	• Impressive work • Headed in great direction *Comment Tip:* Describe exactly what impressed you and why
4 **Far Exceeds Expectations**	• Exceptionally high quality of work, superior to others • Serves as an example to others *Comment Tip:* Be specific about what was inspiring

Most common score given

Given infrequently, but achievable

Feedback Examples

Here's example of feedback score + comments given during a Toastmasters workshop

1 **Does not meet expectations**

Fri Feb 17, 2017

Drifted away from the topic. No conclusion. Some eye contact.

2 **Meets expectations**

Thu Dec 1, 2016

I like what covered, but think you need to speak up more - it was hard to hear you.

3 **Exceeds expectations**

Fri Feb 10, 2017

Really enjoyed it and connected with audience well. Good variation with tones and like that the story carried through. Develop the story more with the details to really make an impact.

4 **Far exceeds expectations**

Fri Feb 10, 2017

So proud of you. Engaging, funny, but important and touching when you needed it to be. Good eye contact with everyone - kept us engaged. Probably best speech to date!

Implementation Tips

- How could the tool help you in meetings you're *already* having? Inventory your meetings that could ask for feedback

- We recommend starting out with Level 1 – use the Feedback App as a scoring tool for a presentation.

- If updates/presentations (fixed speakers – e.g. everyone on team is presenting an update) – leave 30 seconds between each presentation for everyone to use feedback app

- If working session (more fluid) - leave 5 minutes at end of a meeting for everyone to use feedback app together

	Intense NxJ Programs	Consistent NxJ Programs
Level 1 **Scoring Tool for Presentation** *How was the presentation?*	• First Fridays • Academy • Toastmasters	• Staff Meeting
Level 2 **Scoring Tool for Self Awareness (Work Focus)** *Lead with self-assessment, then others score you*	• Product OBO • Showcase / Throwdown	• Top Gun style debrief meetings (Ex: Biz 2 Team every 3 weeks)
Level 3 **Scoring Tool for Self Awareness (Your Development Focus)** *Lead with self-assessment, then others score you*	• 10x • PLB • MV21 OBO	• Top Gun style debrief - ask for feedback on your GAS and your Radical Transparency

Asking for Feedback

In asking for feedback, here are some **lessons we've learned:**

- Normalize that giving a "2" is meeting expectations (give permission)

- Start with a self-assessment. "I think I am a "Needs improvement" because…

- Ask for immediate visceral reaction – don't worry for the right words

- Recommend to the givers of feedback they do opposite of what your mom always told you ("if you can't say something nice…") – Don't water it down!