



Mineral



Question of the Week

January 17, 2024

Question

How can we show employees that their feedback is heard and valued?

ANSWER

First, thank them. This lets the employee know you received their input and that you appreciate their taking the time and energy to give it. If you plan to act on the feedback and employee assistance is feasible, ask the person or people who suggested the change if they'd like to be involved in executing it. Employees who identify a problem may have ideas about the solution.

Second, when you make a change based on employee feedback, make sure all affected employees are aware that it was a motivating factor. If appropriate, give credit for the idea where it's due. If you're unable to make a desired change, explain why.

In short, reward feedback with appreciation, transparency, and the chance to participate in the change.

This Q&A does not constitute legal advice and does not address state or local law.