How do feedback and recognition impact employee engagement?

The way in which you give employees feedback and recognition greatly impacts how motivated employees are and how they respond.

Overview

Both the feedback employees receive about their performance as well as the recognition they receive about their work impact employee engagement. However, giving feedback and recognition effectively is not easy. What are the aspects of feedback and recognition that matter most to employee engagement?

Research Findings

Our results show that employees want to be recognized for their contributions to the organization in a way that is meaningful for them. Feedback from managers should be clear, actionable, and performance-focused in order to help employees stay motivated, take action, and improve their performance.

Top Impact Items that Correlate Highly to Engagement

1. I receive recognition in a way that is meaningful to me.

2. I contribute to the organization's success, I know I will be recognized.

3. I feel my contributions to the organization are valued by my manager.

4. The feedback I receive from my manager is clear and actionable.

5. I am able to use the feedback I receive to improve my performance.

Recommendations

- Create a culture of recognition where employees are acknowledged for their contributions to the organization by both their managers and senior leaders.

- Manager feedback about employee performance should be individualized, clear, and actionable. Be specific and use examples to get feedback right.

- Giving more frequent feedback and recognition is best but avoid the sandwich technique where critical feedback and positive recognition in combination can confuse employees about where to focus.