

Tools and templates



How to run an employee feedback workshop

Workshops are an effective way of solving problems and getting feedback from employees.

The collaborative nature of workshops can increase employee engagement and create a sense of ownership for new projects or initiatives.

A workshop usually lasts around 90 minutes. If you're working on something complex and need more time, it's still better to stick to shorter sessions and run several sessions. That way, you can keep motivation high and make sure it isn't too disruptive.

Here's a basic format you can use to run an employee feedback workshop.

Preparing for the workshop:

- Set a suitable date and venue for the workshop
- Identify the topic you're going to talk about in the workshop and share it with everyone who will be attending
- Let employees know what you'd like them to bring to the workshop (for example, feedback on a potential new offering or three suggestions on how something could improve)
- Decide on your workshop objectives and how much freedom you'll give employees. Your workshop could be designed to get feedback on:
 - A specific idea
 - A problem that needs solving
 - The next steps for a project or process
- Decide on the responsibilities as a result of your workshop. Will you assign actions to employees based on the feedback or are the next steps in the hands of the leadership team?

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Suggested format for running a workshop:

- Introduce the aim of the workshop and provide any context needed, eg. if you're getting feedback on a potential new offering, how did you land on that product or service? Why have you chosen now to launch it? (five minutes)
- Explain the process and your objectives for the workshop. Where do you want to be in 90 minutes? Answer any queries from your employees (five minutes)
- Set an icebreaker to get the group comfortable with talking honestly, like asking people to tell two truths and a lie about themselves (five minutes)
- Get initial feedback on your chosen subject from the whole group, writing down everything on a flip chart (ten to 15 minutes)
- Split the group into pairs or threes and ask them to come up with improvements or next steps based on the feedback given so far. Avoid creating groups bigger than three to make sure everyone contributes (20-30 minutes)
- Have each group present their ideas. Praise the positive aspects and take suggestions on how other areas could be improved (five minutes per group)
- If you need to prioritise between different routes forward, writing them on Post-it notes and giving everyone three stickers to vote for their preferences is a good, interactive way of judging popularity
- Avoid making snap decisions at the end of the workshop. Be prepared to spend some time thinking about the feedback you've received and, if necessary, discuss it with the rest of the leadership team

Follow-up actions from the workshop:

- Set actions for either the groups or the leadership team to refine the ideas from the workshop and turn them into clear plans and objectives following the SMART criteria
- Send out a short survey to get feedback on how workshops could be improved in the future
- Meet with employees a month later to discuss how their feedback has been used and the impact it has had