



# Information Sheet: Annual Feedback Sessions

## Why an annual feedback session?

In your day-to-day work, conversations are held regularly to pass on information, discuss the day's workload, allocate tasks and generally exchange ideas.

### Why should you have an additional feedback session?

The annual feedback session offers the opportunity to address personal wishes, expectations and goals in addition to professional questions. It provides an opportunity to do so,

- to gain clarity about tasks, responsibilities and requirements,
- to agree on aspects of the working conditions that promote or inhibit,
- to openly discuss the cooperation between managers and employees and to organize it in such a way that an open communication culture and trusting cooperation are promoted,
- to make agreements and arrangements,
- to prepare together for future tasks and requirements with foresight and
- to exchange expectations and wishes with regard to personal development.

#### What do you get out of the annual feedback session as an employee?

The annual feedback session gives you the opportunity to obtain important information and orientation, clarify expectations, but also to address possible concerns and problems and work together on solutions. You will receive feedback on your work performance and the development of your skills. At the same time, the meeting gives you the opportunity to share your perspectives, ideas and wishes.

#### What do you get out of the annual feedback session as a manager?

For you as a manager, the discussion is an opportunity to find out more about the interests, potential and concerns of your employees and to receive feedback on your own management behaviour. You can also make your own objectives and expectations more transparent. The annual feedback session provides a framework for supporting your employees individually and expressing appreciation.

## General conditions

### Scope of application

Managers are responsible for conducting the annual feedback session with their employees. In justified individual cases, some of the interviews can be delegated to suitable deputies. If an employee has two line managers, he or she can decide with whom the meeting is to be held. Discussions can also be held with both supervisors.



### **Liability**

It is mandatory for all managers to offer the annual feedback session to all of their employees. Employees are free to decide whether to accept the offer. The initiative for the meeting comes from the manager, but employees have the right to request the meeting.

### **Confidentiality**

The annual feedback session always takes place in private. Confidentiality applies to both sides, i.e. content and agreements are not communicated to third parties without prior agreement and only in compliance with data protection requirements. If information is to be passed on (e.g. training requirements), it is agreed during the meeting who will pass it on to whom and to what extent. If desired, the employee can involve a person of trust in the talk (e.g. a member of the staff council and / or the equal opportunities officer and / or, in the case of disabled persons, the representative for disabled persons).

## **Implementation of the annual feedback session**

### **Preparation**

The appointment should be made by mutual agreement at least two weeks in advance so that both parties have sufficient time to prepare. With the help of the preparation sheet, both parties should clarify in advance which topics are to be discussed, where there is satisfaction or dissatisfaction and which improvements are desired.

Allow sufficient time for each annual feedback session. Choose a room and setting that allows for a positive and undisturbed discussion atmosphere. Hold a maximum of two annual feedback sessions per day.

Tip: Before your first annual feedback sessions, take advantage of the training courses offered by the internal training and development department to prepare for the annual feedback sessions and to obtain advice.

### **Contents of the annual feedback sessions**

Everything that seems important to the participants and is of significance beyond the current daily work can be addressed in the annual meeting. Usually, the following topics are discussed during the meeting (see preparation sheet):

- A. Review of the past year
- B. Scope and organization of work
- C. Working environment
- D. Leadership and cooperation
- E. Outlook for the coming year



### **Suggestions for shaping the conversation**

An important prerequisite for an open, trusting conversation is successful communication. The conversation should be conducted as a partnership. It is the manager's job to lead the conversation, but both parties should be equally involved in the discussion.

#### **Tips on how to organize a conversation:**

- As a manager, ensure an undisturbed atmosphere without interruptions. Think about an opening for the conversation in advance.
- As a manager and employee, think about what you want to discuss in advance. Take the opportunity to have an undisturbed conversation in private.
- Listen to each other. Respond to the other person's arguments and ask questions.
- Do not interrupt each other and give each other time to think.
- Emphasize positive aspects, give praise and recognition
- Criticize objectively and refer to the behaviour, not the person.
- Accept criticism from the other side and be prepared to admit your own shortcomings.
- Show understanding for the other person's situation.
- As a manager, do not lead monologues, but allow your employee to speak at least as much as you do. First give your employee the opportunity to describe his/her perspective.
- As a manager, offer a positive conclusion to the conversation, give feedback on the conversation and emphasize positive aspects of the conversation.

### **Documentation of discussion results and agreements**

The results of the annual feedback session and the agreements made are documented in a confidential meeting record. You and your employee sign the minutes at the end of the meeting. Only the two of you will receive a copy of the minutes. If necessary, determine whether third parties should be informed of the contents (especially in the case of further training requirements). The documents are not filed in the personnel file. In the event of a change of supervisor, the minutes are not passed on. The documents must be destroyed in accordance with data protection regulations after 5 years at the latest.