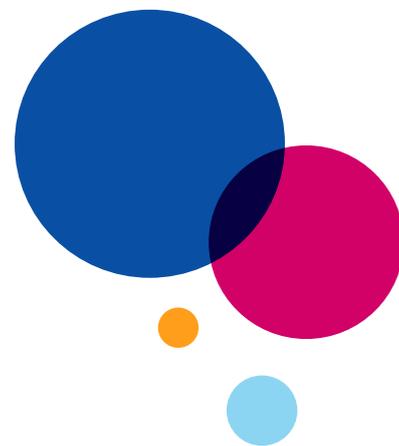


Feedback and saying thank you



Feedback is an essential requirement of smooth collaboration. Feedback guides joint activities in the desired direction

Feedback is a tool that can help you:

- Reinforce desired ways of doing things
- Change harmful ways of doing things

Giving and receiving feedback is a skill you can learn!

Better dialogue with the help of feedback

Good dialogue is a requirement for building trust and a smooth everyday life.

Dialogue is built organically around giving and receiving feedback. You can get started easily by asking questions, such as: “Are we doing ok?” or “What could we do better?”

Remember to focus your feedback on your assistant’s work performance or activities at work. Do not comment on, for instance, their appearance or give other inappropriate feedback.

Positive feedback encourages and motivates

When it comes to learning, positive feedback is more effective than negative feedback. Positive feedback also builds trust and an open atmosphere and motivates assistants to be more present in their work.

Don’t hold back on giving positive feedback – give it right away when something goes well! Positive feedback can be as simple as, “That’s great!” or “This is very good, thank you!”.

“Thank you” – that big little word

Among the most important feedback you can give your assistant is a simple “Thank you”. Saying thank you is powerful. It helps build appreciation and trust in the employment relationship.

You can say thank you for something small or big. For example, when you are given something, when a door is opened for you, when you have received help to get dressed or when the day ends.

Be sure to give thanks especially for being flexible and going the extra mile, for a big job or for performing the job well.

In what kinds of situations could you thank your assistant? Think about it and write down a few situations that call for giving thanks.

This material is part of Varma’s work ability support material. How can I succeed as an employer of a personal assistant?

Part 4g: Feedback and giving thanks

Read more: varma.fi/henkilokohtainenapu