

Q & A for Learning Through Feedback

Q1: Who is the Learning Through Feedback program for?

A1: The Learning Through Feedback program is for all employees of all levels of the Prince Edward Island government.

Q2: What is Learning Through Feedback?

A2: Learning Through Feedback was developed to improve feedback, performance and employee engagement. It is a mechanism to support the planning of formal feedback and for supporting the identification of individual development needs and wants for all levels of government.

The program is designed to support effective two-way communication between you and your supervisor/manager so that you and your supervisor/manager have a clear understanding of your role/their role and what level of performance is expected of you, as well as the learning and development activities that would help to enhance your performance in the workplace and help you understand how your work contributes to government and the organizational goals.

Q3: What kind of communication should I expect?

A3: The PEI Government is committed to keeping its employees informed about government and organizational goals, priorities and results. Your manager/supervisor will communicate information to you regarding local, departmental and corporate levels of information.

You will also have a two-way open, clear and accessible, timely and frequent yearly conversation about your personal development, goals and a Learning Plan. This is more formal but information feedback will be communicated regularly.

Q4: Who is responsible for ensuring that Learning Through Feedback is conducted each year?

A4: You are responsible for booking a time with your supervisor/manager for feedback and developing a Learning Plan.

Q5: When is my Learning Through Feedback conversation tool(s) due?

A5: The Learning Through Feedback tool(s) are due at least once a year. There are other tools in the Tool Box that are more frequent but a minimum of once a year.

All Learning Through Feedback conversations are due on your anniversary of hire (at least once a year).

Q6: What is my role as a non-supervising employee in the Learning Through Feedback

program?

A6: As a non-supervising employee, you are responsible for actively participating in the Learning Through Feedback program and for working to achieve the agreed Learning Plan. It is expected that you will actively participate in the planning and review discussions with your supervisor/manager by keeping notes and discussing progress of performance or development targets with your supervisor/manager.

Q7: What is my role as a supervisor/manager in the Learning Through Feedback program?

A7: As a supervisor/manager, you are responsible for actively participating in the Learning Through Feedback program and for working to help develop the agreed Learning Plan. It is expected that you will use the tools approved for this process and not develop your own. You are expected to actively participate in the planning and review discussions with your employees by keeping notes and discussing progress of performance or development targets with your employees. You are expected to communicate in a two-way conversation and in doing so, learning important information about yourself that will improve your own managing style. This communication will be informal and formal feedback.

Q8: Do I need to prepare for these discussions?

A8: It is recommended that you prepare for the Learning Through Feedback process by:

- re-acquainting yourself with the agreed form(s) for the conversation and reviewing the last documented conversation;
- identifying any achievements or areas of concern;
- identifying any areas of interest for development; and,
- considering any progress in relation to the Learning Plan made at the beginning of the review cycle.

This process is not to be cumbersome or time consuming. It is a learning conversation with the choice of five tools to help guide the formal conversation. The Learning Plan is required. All provincial government employees will have the same tools to choose from regardless of what department they are employed with. There will be consistency across all departments and levels.

Q9: What if I don't agree with the Learning Plan made by my supervisor/manager?

A9: If you do not agree with the performance assessment made by your supervisor/manager, you should discuss these comments with your supervisor/manager in the first instance. You will also be given the opportunity to record your view in the comments section of the feedback tool. The signed document will be forwarded to your Human Resource Manager for review and appropriate action where relevant.

Should you decline to sign the form "as sighted", your supervisor/manager will record that the opportunity to sign the form has been provided to you. She/he signs and dates the notation before

forwarding it to your HR Manager.

Q10: Is the Learning Through Feedback forms confidential, how many copies are made and where are the completed forms kept?

A10: All completed forms relating to the Learning Through Feedback Program are strictly confidential. Care, therefore, will be exercised when forwarding documents between offices to be placed in your personal file. Your supervisor/manager also keeps a copy and provides one to you for personal retention.

Q11: How do I find out more about Learning Through Feedback?

A11: If you wish to obtain further information on Learning Through Feedback, you should first seek clarification from your supervisor/manager who is responsible for the implementation and operation of the arrangements in your work area.

Should you require further information on Learning Through Feedback; questions can be directed to your Human Resource Manager.