

Open Experience Feedback

EX Management – State of the Art

SMART FED is a corporate app for contemporary EX management that differentiates itself in the market with a consistently intrinsic approach. No compulsively demanded feedback, but authentic feedback on experiences and perceptions from everyday life.

Basically, everyone is tired of continuously being asked to give feedback on everything and everyone. With the topical flood of micro-surveys, it's getting worse rather than better. Especially since it's mostly just about evaluating something or someone, but no one is really interested in the actual needs and topics of the feedback givers.

In this way, feedback degenerates into a mere courtesy to finally get rid of the annoying evil, if it is given at all.



Employee Feedback

The situation is even more pronounced when it comes to employee feedback. Particularly in medium-sized and large companies, employees regularly receive requests to provide feedback. If they refuse to do so, they will be accused of a lack of interest in the company and/or a lack of commitment.

It would be a great fallacy to assume that employees do not want to give feedback. If there is a topical and relevant issue for them, they will gladly give it at any time.

However, there is a problem. Organizations and their employees are anything but a homogeneous group of interests. There are significant differences in the needs, expectations and challenges of employees between different areas and hierarchical levels. Not to mention the organizational dynamics and the different

situations and human characters within each area.

Feedback with the watering can?

Whoever comes with the watering can and pours a few globally held feedback topics resp. questions over the organization should not be surprised about a lack of interest. In the best case, a "nice" index for the annual report can be determined in this way.

This problem is due to the fact that most feedback tools and apps stick to the basic methodological approach from the last century. This means that employees are only provided with a limited selection of feedback topics and criteria for evaluation. Often with a time limit by when the feedback is to be given. This is anything but contemporary and attractive.

SMART FED breaks with these traditional rules. Here, employees decide individually when and on what or to whom they want to give feedback. Intrinsically motivated and focused on the essential question – "What do they value or what needs to be improved because it affects the productivity and effectiveness of the organization?"

SMART FED collects and accumulates employee experiences and observations in a uniquely simple way across all areas of the workplace.

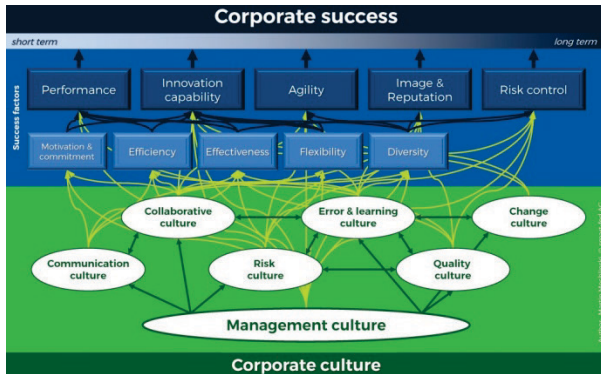
In this way, companies receive authentic, concrete and relevant feedback that enables them to manage EX efficiently and effectively – state of the art.

Author: Martin Mechlinski / SMART FED

Publications

<https://smart-fed.com/en/publications/>

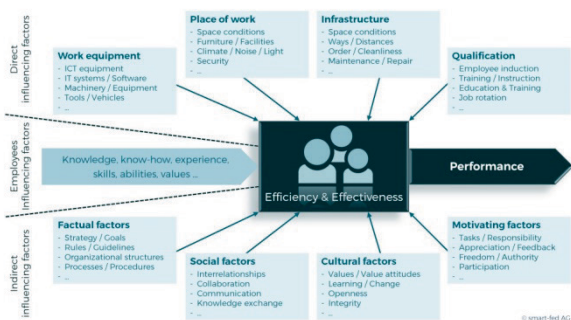
Corporate Culture



Dimensions Of Appreciation



Employee Efficiency & Effectiveness



Employee Surveys & Feedback

Forms of employee surveys and employee feedback in companies.

Mood barometer	Pulse surveys	Microsurveys	Employee surveys	Smart feedback
Address: organization Form: online Structure: linear Interval: daily Anonymity: <input checked="" type="checkbox"/> Individuality: <input checked="" type="checkbox"/> Goal: Measurement of the general mood in the organization.	Address: organization Form: online Structure: linear Interval: weekly to monthly Anonymity: <input checked="" type="checkbox"/> Individuality: <input checked="" type="checkbox"/> Goal: Measurement of the general working climate on the basis of estimated characteristics.	Address: organization Form: online Structure: linear Interval: weekly to semi-annually Anonymity: <input checked="" type="checkbox"/> Individuality: <input checked="" type="checkbox"/> Goal: Identification of the company Measurement (EM).	Address: organization Form: paper/online Structure: linear Interval: annual to perennial Anonymity: <input checked="" type="checkbox"/> Individuality: <input checked="" type="checkbox"/> Goal: Measurement of employee satisfaction or employee engagement.	Address: organization Form: text Structure: free structure (free content) Interval: t → at any time Anonymity: <input checked="" type="checkbox"/> Individuality: <input checked="" type="checkbox"/> Goal: Identification of potentials for increasing employee motivation and commitment as well as increasing efficiency, effectiveness and performance of the organization.
Legend: * Free content (anonymous) * Protection of the anonymity of people giving feedback * Possibilities for employees themselves to determine what and in what they would like to give feedback * Only if the data is evaluated by third parties and individual feedback cannot be directly or indirectly traced back to individuals. It is only organizational and demographic data.				
Employee review Address: single person Form: personal Structure: linear/open Interval: annual Anonymity: <input checked="" type="checkbox"/> Individuality: <input checked="" type="checkbox"/> Goal: Bilateral feedback between supervisor and employee.	360° feedback Address: single person Form: online Structure: linear Interval: annual Anonymity: <input checked="" type="checkbox"/> Individuality: <input checked="" type="checkbox"/> Goal: Assessment of the behavior and competencies of individuals.	Instant feedback Address: single person Form: online Structure: open Interval: t → at any time Anonymity: <input checked="" type="checkbox"/> Individuality: <input checked="" type="checkbox"/> Goal: Direct, personal feedback to individuals within the organization.		

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Sustainable Human Resource Management



Employee Survey Smart



Feedback Without Surveys



Enterprise Risk Management

