

Free essay on how can leaders optimize the use of feedback and minimize the confl...

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Feedback is defined as the return of a part of the output of a certain process or system as an evaluative or corrective measure. Feedback is important in all institutions since it leads to growth and development. There are various ways of collecting feedback from employees, and users or customers. Again, there is positive feedback and negative feedback. In both situations, the most important thing is how leaders make use of the feedback.

One way that leaders can optimize the use of feedback is by taking every bit of it into consideration. It would be a grave mistake for a leader to overlook any feedback and especially that which sounds negative (Daft, 2008). They need to use that feedback to make a few changes and improve on their leadership and probably their personalities.

Again, leaders can use feedback to connect with those under them (Daft, 2008). Subjects and employees should be allowed to give feedback. There has to be a good flow of communication both vertically and horizontally for this to work. This way, the employees or subjects will not feel intimidated and have any other form of fear. With good channels of communication, both the leaders and employees of subjects will benefit from the feedback.

Leaders need to have a positive attitude towards feedback. With a positive attitude, they can make the best out of whatever feedback that they receive. They should also create of positivity towards feedback. Such a culture would help avoid conflicts and fear that may follow a feedback (Draft, 2008).

Instead of criticism, leaders should give positive and constructive feedback. They should point out areas that need to be checked, and also give credit where it is due. This way, the employees feel motivated to make the needed changes and give better performance in their roles.

As mentioned earlier, leaders should not only give feedback to those under their authority, but they should also be willing to receive feedback. They should be good listeners and encourage open talk with their employees or subjects. Doing that would make it possible to make use of feedback and minimize any fear or conflict that may follow.

References

Daft, R. L. (2008). *The Leadership Experience + Infotrac*. Connecticut: Cengage Learning