



"Tapping The Hidden Talent Pool"

Delivering Feedback

In general, most of us know when we are on the right track when it comes to work performance. We often do this by paying attention to internal checkpoints. However, a Neurodivergent employee might require that little bit of extra external feedback from a manager or colleague to be reassured that they are doing their job correctly. This might often be down to the fact that the Neurodivergent employee has perhaps had previous negative employment experiences or maybe it is their first ever job and they are keen to be respected for their skills and knowledge and do not want to make mistakes. Additionally, the Neurodivergent employee's anxiety about not wanting to be wrong may also play a part, which can intensify if they ask for feedback and are not sure when they will receive it. If a manager sees that an employee's work product is in the right direction, then a constant request for feedback may be related to the Neurodivergent employee's anxiety or lack of confidence. It would then be appropriate for a line manager to set a time to meet that is not immediate. However, questions that indicate a lack of clarity, need to be addressed as soon as possible, because a Neurodivergent employee may not be able to continue any part of a project if a smaller part of it is not clear. Keep in mind that a Neurodivergent individual who struggles with self-monitoring in the workplace might think that their work is on target when it is not and might as a consequence resist advice or overreact to criticism.

Our Advice

- Stress what has been done correctly first, when delivering constructive criticism.
- Explain that everyone makes mistakes and it is an expected part of learning on the job.

- Help the employee develop rules to follow in the future to prevent similar mistakes from occurring.
- Provide feedback in real time and at regularly scheduled times. Do not skip feedback meetings, even when the feedback is only positive.
- Ensure that when feedback sessions take place that the feedback and agreed actions are consistent.
- Use feedback sessions to get to know your colleague. Understand, their motivations for coming to work, what they like about the job, company etc.