

Providing Encouragement and Feedback

Sourced from: AI Group (2007) A guide to Managing the First 100 Days of an Apprenticeship, p27

Encouragement

To foster employee commitment to their role and to the business, employers and other staff members must provide continual encouragement to the new apprentice(s). The health of the relationship between apprentices, their employers, their supervisors and their co-workers is a good indicator of apprenticeship success.

While apprentices will have a lot to learn, this does not mean that they are not able to make a valuable contribution from the very beginning of their apprenticeship. Many companies cite taking on apprentices as the main way in which they update the skills of their company. This will only be possible if their employer is committed to giving them the opportunity to make a contribution, and if they feel that contribution will be valued.

Integrity and honesty

Integrity and honesty are fundamental to gaining the trust, respect and honesty of others. Do not inflate benefits, underestimate problems, or promise promotions that cannot be guaranteed.

Constructive feedback

The provision of feedback should be constructive and undertaken with care:

- A quiet, private setting should be used where there will be no interruptions;
- Describe the behaviour, activity or performance that requires feedback in a neutral and non-threatening way;
- Identify the situation and how it might have occurred;
- Describe the impact and the consequences of the behaviour or activity;
- Identify an alternative behaviour or activity and offer any support you can provide that may help enhance the employee's performance;
- Work with the apprentice to develop a plan for implementing the alternatives and the supports you have identified; and
- Invite the apprentice to give you feedback and describe how it felt to receive the feedback. Ask the apprentice how it felt for them to receive the feedback you gave.