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Next

How to say your feedback is greatly appreciated

If you own or manage a business, one effective way to get an idea of what your customers think about you and want from your company is to go straight to the source. A customer feedback questionnaire or survey is one of the better ways to do that. Know Your Goal Before you start your customer feedback questionnaire, consider what your actual goal is. Do you want an overall idea of what consumers think of your business, or do you have specific questions about a product or service? Your goal should be clearly defined so that you aren't asking dozens of open-ended questions that have your customers abandoning the survey in the middle. Create a title that tells consumers what you want to know. If it resonates, they may be more likely to complete the questionnaire. Determine Your Audience Making your survey as personal as possible is another way to entice consumers to take it, but you can't do that without determining your target audience. You can create an optional survey to gather demographic information that pops up every time someone browses or shops on your website. You can send it out to your email list. You can provide a paper questionnaire to visitors to your store. There are several options, and finding out this information can help you determine your goals and lead you in the right direction. Create Your Questions The most important part of customer feedback questionnaire creation is determining what you want to ask. Try not to ask more than 10 questions, or your customers might grow bored. Don't ask confusing or multiple-part questions that are difficult to answer, and always give the customer an option such as "prefer not to answer" so that you don't lose surveys over one or two questions. Multiple choice questions can be better for gathering information than those that simply leave the customer with a text box where they can write an essay or nothing at all. Make It User-Friendly Be sure your survey is as easy for customers to complete. Work out any kinks if you're offering it online, and make sure it's mobile device-friendly. Use a template that's easy to read, and make sure everything is clearly labeled. You never want a cluttered template that's confusing or makes the questionnaire seem more complicated than it actually is. Create a Thank You and/or Incentive Finally, give your customers one more reason to take that survey. A nice thank you page is a good start. This lets your customers know you truly appreciate the time and effort they took to fill out the questionnaire. Some companies even offer an incentive, like a discount code, coupon, free item or something else that's of value to customers. MORE FROM QUESTIONSANSWERED.NET Feedback can be helpful and sometimes life-changing. Of course, responding to positive feedback is easier, but we sometimes get negative feedback. Getting unexpected negative feedback can also feel like an ambush, like at my performance review at my job last year. I went into my review thinking all was well and was very surprised by what I perceived as negative feedback. That night, I went home and cried. After processing what he said over the weekend, I agreed that there was some truth in the information he had given to me. And in the end, I was thankful that he shared what he said (even if I didn't like it at the time, and the issues hadn't been mentioned previously). As a result, I could choose to make improvements from now on. This post will focus on responding to personal feedback. If you need examples on how to reply to customer reviews, check out the tips and templates from ReviewTrackers and learn more about negative reviews from customers here. And you may also want to look at the example messages to thank someone for their insight. A section of example messages for responding to positive feedback has been added to the bottom of this post. These examples can help you with what to say when you've received a great review or other positive feedback. Thanks for the Feedback Book In preparing for this post, I read part of the book Thanks for the Feedback. I read the first half before tiring of the examples and advice. The book seems good, but it was more than what I needed at the time. You can find a complete summary of it here. I learned that there are three types of feedback: Appreciation – thank acknowledge, connect. Coaching – help to expand knowledge, sharpen skills, address relationship imbalances. Evaluation – to rate or rank against a set of standards, align expectations, and inform decision-making. And with feedback, there is a giver and a receiver. Sometimes the giver and receiver are not on the same page of what type of feedback is being given or desired, causing friction. You may want to clarify which type of feedback you'd like before asking for the feedback. How to thank someone for their feedback Once you've received feedback that may have been positive, negative, or indifferent, you may want to send a thank you message. Decide if you will send an email or handwrite a note. Most likely, you will send an email in work situations or hand-deliver a note. In personal situations, you may want to mail the note. Use the template below to help structure your message. Be specific in your message about why you are thankful for the feedback. Did it help you improve something? Point out a blind spot? Help you make a change? Review the examples below for inspiration in what you could say in your message Thank you for your feedback template For the template and examples, replace words in [brackets] as appropriate for your situation. There are more details on the contents of thank you notes here. [Person's name] Thank you for your feedback regarding [topic]. What you shared with me will help me to improve [what you will improve]. Add another sentence or two (compliments are good!). Thanks again (or another closing). [Your Name] For negative feedback, you can acknowledge that it was hard or difficult to hear. If you feel angry about negative feedback, wait a few days or so to write your thank you. You don't want to say anything you will regret later. And a little bit of time will give you a chance to look for a nugget of truth in the feedback. If you have a lot to say, you can write a longer letter. The examples below are only the center section of the note. Be sure to include the greeting, the closing, and your name in your note. Thank you for your feedback message examples In general, the best thank you notes contain specific details and are not generic or cliché. I have made up scenarios for these examples, but they may still feel a little generic. I encourage you to replace or insert wording to make them specific for your situation. For example, the first example refers to a project. In your note, you could swap out the project with exactly what you were working on. Office or work situations are common feedback situations, so I used the feedback I've given or received at my job as the framework for the examples. At the Office examples Note: There is another section below that focuses on positive feedback. #1 Thank you for your feedback regarding my performance on the recent project. What you shared with me will help me improve my communication with others on the next project. I appreciate your continued guidance. #2 Your feedback during my annual review was much appreciated. Now, I know how to move forward and what to focus on to improve my skills. I was surprised by #3 Thanks for the feedback. I felt very appreciated after hearing your kind words about my abilities. As you suggested, I will continue learning more about [topic]. You are a great boss! #4 Thank you for meeting with me and providing quick feedback. I was stuck on how to move the situation forward. The wording you recommended for the email to the client was perfect. They responded quickly and are happy with us. #5 Thank you for the detailed feedback. Now I know what I need to do to refine the work processes. Your ideas were fantastic and not items the team had thought of. #6 Thank you for the nice feedback. I feel great working on your team and think that I am valuable. I am grateful that you took the time to tell me. Appreciation and acknowledgment feel great. #7 In the meeting last week, you provided me with some detailed feedback. Some of it was positive, and some of it was negative. I am glad you mixed in some positive as it made hearing the negative points easier to hear. Over the weekend, I considered your feedback and have enrolled in the online learning courses you recommended. #8 Thank you for taking the time to provide your feedback. Reaching out to you was hard as I wasn't sure what type of coaching you would be willing to give. I am grateful for your positive response and the mentoring meetings you've scheduled with me. #9 Thank you for the kind feedback. I was shocked when [Manager's Name] passed on all the positive things you said about my new project input. And I look forward to working with your team on future projects. #10 I want to thank you for pointing out that I could be doing better with [issue/skill] last week. It was tough for me to hear as I thought I was doing fine, but as I considered your examples, I realized that there are improvements that I can make. Sometimes it's just hard to hear negative feedback. I am also glad you told me, as I think others on the team have probably noticed the same issues. Outside the office / Personal examples #1 Thanks for your prompt feedback. I am grateful that you told me about my problem with [blind spot problem] right away. I was not aware of it until you pointed it out. Now, I will be able to make changes. Let's hope I can stick to the changes long term. #2 Thank you for the quick feedback when I sent you my idea about [topic/book proposal/whatever it was]. Now, I can make some adjustments and start on the next steps. #3 Meeting expectations can be challenging. I am so glad that we finally talked about the household chores and made a plan that we are both happy with. Thank you for bringing it up and focusing just on the chore issue. You and I make a great team when we can work together. #4 I have enjoyed receiving tips and instructions from you during my physical therapy sessions. Your feedback about how to stretch and walk properly will change my life. My knees are pain-free! And I will take your recommendation to work with a personal trainer once my therapy is completed. #5 Thanks for your valuable feedback. I appreciate the time you took to review my budget with me. Your quest for financial independence has inspired me. With the changes you pointed out that you outlined, I anticipate saving several hundred dollars each month. #6 Thank you for the nice feedback. As a teacher, I receive much more negative feedback than positive. It's the wonderful notes like yours that help keep me going and showing up for class each day. #7 You are a wonderful friend! Thank you for being willing to share feedback whenever you ask. I know I can trust you to tell me the truth, even if it's not what I want to hear. Your honesty has helped me improve in my areas [in the note, provide specific details] during the past years. #8 Sometimes, we don't know what we need to improve until it's pointed out. Thank you for your detailed feedback. I had no idea that I'd been rubbing you the wrong way with my liking approach to ask lots of questions. I will take your suggestions to modify my behavior to improve our relationship and communication. #9 Thanks for the feedback regarding how I can improve [what you needed to improve]. The thirty-day reading plan you put together should help me stay focused and learn more about [topic]. Let's plan to meet again next month. Thank you for your positive feedback examples These sample messages could be written when responding to positive feedback from your boss, a coworker, employees, or someone else. #1 Thank you for your positive feedback during my review. Hearing what you had to say about my job performance felt great. I am looking forward to another wonderful year at [Company Name]. #2 Thank you for taking the time to leave such good feedback throughout my year-end evaluation. It was fantastic to hear what you had to say about my work on the big projects. I'm excited for another fantastic year to work together. We have the best team! #3 I was excited and grateful to read all the positive reviews from my teammates during my first quarterly review. Your efforts to collect them are much appreciated. I am proud to be part of this team, and I will continue to build my skills as I learn from others. #4 I was ecstatic and pleased to read my coworkers' positive feedback. I am honored to be a member of this group, and I will continue to improve my abilities as I gain experience from others. Thank you for your positive feedback as well. #5 Thank you for the positive feedback regarding [topic]. I appreciate your comments and in-depth responses on where I'm doing well. With your long time experience with [topic], I value your feedback. #6 While no one wants bad reviews, I appreciate that you included some positive feedback in my review. Hearing that I am doing well in some areas helped me feel less down about the areas where I am struggling. As you suggested, I will take the additional training classes. #7 I want to thank you for your positive feedback. As I develop the new training material for the customer service department, it's helpful and encouraging to learn that the new documentation is good. Thank you for taking the time to review it. #8 Wow, thanks for your positive feedback. I was surprised by it and feel glad to know that you are happy with my work. I enjoy working on your team and continue to improve our customer relationships with the vendors. #9 Hearing the positive feedback from you made my day! Thank you for praising me at the team meeting. You're a great boss to work for, and of course, I enjoy the whole team. I will look forward to the next team collaboration project. #10 Thank you for your positive feedback. I am grateful to know where my work excels, as I can focus on getting those skills even better. Thank you for taking the time yesterday to share with me. I'm super excited about the next project. Thank you for the feedback summary Feedback can be used to improve your skills or made adjustments to your life. The feedback can come from friends, family, bosses, or someone else. Writing a thank you message is one way to express your gratitude for the negative or positive feedback. There are many examples above in this post to help you write a great response. Related Posts:

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