

Federal Express Employee Feedback Technique

Consider the following remarks by Fred Smith, the founder and CEO of Federal Express.

“My leadership philosophy is a synthesis of the principles taught by the marines and every organization for the past 200 years. When people walk in the door, they want to know: What do you expect out of me? What’s in this deal for me? What do I have to do to get ahead? Where do I go in this organization to get justice if I’m not treated appropriately? They want to know how they are doing. They want some feedback. And they want to know that what they are doing is important. If you take the basic principles of leadership and answer those questions over and over again, you can be successful dealing with people.”

Companies can learn from Fred Smith and create a upward or downward feedback mechanism to management a culture for growth.

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