Leader Toolkit
Start, stop, continue tool

We are leaders who are **CUSTOMER OBSESSED** and **DEDICATED TO QUALITY**.

We create an exceptional experience and strive for excellence in everything we do.

Why use this tool

Use this simple tool to collect feedback.

It is effective in face-to-face conversations, or in an email, and can provide valuable input into performance discussions.

When to use this tool

Use the tool whenever you are looking for feedback on your performance and/or behaviour.

It can be used for downward feedback, upward feedback, peer-to-peer feedback, or even when you are looking for feedback from customers or suppliers.

How to use this tool

Option 1:

Provide the table to a selection of people whose

- Feedback you value and ask them to complete and return to you.
- Review the feedback, paying special attention to common comments or themes.
- Build the relevant actions into your development plan – remember that paying attention to using your strengths is important too!

Option 2:

Use the questions in an informal one-on-one feedback conversation.

Tips

You can use this model **with a team,** focusing the questions on the **team performance**, rather than individuals. For example:

- What are we doing that isn't working? (Something **we** should STOP).
- What should **we** put in place to improve? (Something **we** should START).
- What is working well? (Something **we** should CONTINUE).

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🟢	**WHAT AM I DOING WELL?**	
🟠	**WHAT DO I NEED TO START DOING?**	
🔴	**WHAT DO I NEED TO STOP DOING?**	