

Feedback Tips – for Maximizing Feedback Effectiveness

Set the Scene & Tailor Feedback to the Individual:

Effective Feedback...

Prepare

- ✓ Take time to prepare for the feedback session ahead of time.
- ✓ Try to anticipate how to respond to the receiver's reactions.
- ✓ Be well informed of the individual's progress.

- ❖ **Should be frequent and consistent**

Environment

- ✓ Consider the surroundings – make sure it takes place in an environment that is comfortable for both giver and receiver.
- ✓ Always give feedback in private and without interruption.
- ✓ Consider timing the feedback to relate to how recent the behavior was observed.

- ❖ **Is immediate (as long as you have all the facts)**

Be sensitive

- ✓ Show empathy and put the individual at ease.
- ✓ Let the receiver know you want to help him/her by providing this information.
- ✓ State the feedback in a way that is conducive to open interaction rather than putting the receiver on the defensive.
- ✓ Make allowances for the individual's circumstances and characteristics.

- ❖ **Does not make judgment; recognizes accomplishments and keeps the employee motivated**

Make it specific

- ✓ Cite actual examples of behavior and avoid generalities, so the receiver can relate to the exact context of the feedback.
- ✓ Concentrate on behavior and results rather than attitude and personality.
- ✓ Explain the consequences of the behavior.

- ❖ **Is specific and avoids generalities**

Readily actionable

- ✓ Ensure the feedback addresses behavior the receiver can change.
- ✓ Have an action plan in mind that sets a goal for a change in behavior.

- ❖ **Describes actions or behaviors that the individual can address**

Balanced

- ✓ Feedback should include both positive feedback for what was done well and areas for improvement.
- ✓ Focus on where performance can be improved rather than what is unacceptable.

- ❖ **Is balanced and objective**

Clarify

- ✓ Don't be the only one talking – ensure that your message has been heard.
- ✓ Ask open-ended questions and try to have the receiver repeat back what you said.
- ✓ Clarify achievements.

- ❖ **Is two-way communication**

Listen

- ✓ Allow the receiver to respond and listen actively and respectfully.
- ✓ Strive to understand, and suspend any judgment.

- ❖ **Is open to employee feedback**

Solution

- ✓ Work together to come up with an effective solution.
- ✓ Share ideas and information and explore alternatives.

- ❖ **Takes a problem-solving approach where both parties constructively tackle an issue**