TIPS ON GIVING GOOD FEEDBACK

- Examine your motives. Why are you providing this feedback?
- Don’t wait for a year-end review before expressing areas for improvement! Give them a chance to improve now.
- Put yourself in their shoes and imagine how you would receive this feedback.
- Instead of telling them what they did wrong, start by asking them about why they made a particular choice or took a particular action. Be open to learning about their perspective.
- Reframe “negative feedback” into opportunities for improvement.
- Offer them a chance to ask questions.
- Don’t be afraid to hear their emotions and defenses.
- Demonstrate a commitment to partnering with them to support their improvements.
- Ask them what they need in order to make the improvements you are requesting.

ELEMENTS OF GOOD FEEDBACK

- Includes relevant and important information
  - Explains why you are requesting the change and provides information about consequences.
  - NOT: I don’t like when you use pink post-it notes.
  - Better: This report is going to the CEO, so I want to make sure there are no typos.
- Includes specific examples
  - Offers specific examples demonstrating the feedback.
  - NOT: You are always late.
  - Better: You have been late the past three days, and yesterday you missed the first 20 minutes of the staff meeting.
- Uses positive, neutral, and descriptive language
  - NOT: That presentation was awful. You really messed up.
  - Better: Let’s talk about some challenges you encountered during that presentation and how we can prevent them in the future.
- Timely
  - Given soon after the behavior takes place.
  - NOT: You wrote an article last fall that was full of incorrect information.
  - Better: The article you wrote last week had some inaccurate information, and I want to make sure you have access to the correct information.
- Relates to professional traits that are relevant to work
  - NOT: You are too friendly with your coworkers.
  - Better: You spend too much time during the day talking with coworkers about non-work-related things.
- Includes only aspects that the employee can change
  - NOT: People would take you more seriously if you were taller.
  - Better: You have a tendency to check your phone during meetings, and it makes it seem like you are not paying attention.
- Offered to be helpful, not harmful
- Presented in private
- Includes examples of desired behavior