

Giving Feedback Guide Sheet

PrepareoThink about key messages you will share in advance of the meeting oConsider how you will deliver feedback (for example, face-to-face or via email) oFocus on clear examples you'll use to highlightpoints Focus on your toneoBe informal, approachable, and empathetic in your approach oHelp the otherperson find solutions rather than dwell on development areas oMake the other person feel comfortableExplore facts and use examples oGather various examples to help explore a broad perspective rather than a one-off event oState which parts of feedback are just your personal opinion (which is still valid), and which parts are based on facts oAsk the other person for feedback tofind out if they see the event or situation in the same wayListenoLet the other person digest the information, if necessary, before discussing their views--they may want to follow up at a later dateoAsk the other person for their perspective on your feedback, and how that fits with feedback othershave providedoActively listen, which means taking the other person's perspective on board and understanding whatthey're sayingCreate a forward focus oFrame your feedback in a way that's useful and can help the other person make improvementsoUse data, facts, and examples, but focus mainly on future opportunitiesoHelp the other person explore how they can use the information you provide to enhance performance.Can we arrange to have a 10-minute call every Friday with progress updates please?"?Inappropriate negative example"Didno one teach you how to communicate? The team needs to know what's going on. This is completely unprofessional."2.Feedback aboutwork ethic?Appropriate positive example "I am so impressed with the effort you gave this project.Giving and Receiving FeedbackP a g e4