

Giving Feedback Guide Sheet
 Prepare
 Think about key messages you will share in advance of the meeting
 Consider how you will deliver feedback (for example, face-to-face or via email)
 Focus on clear examples you'll use to highlight points
 Focus on your tone
 Be informal, approachable, and empathetic in your approach
 Help the other person find solutions rather than dwell on development areas
 Make the other person feel comfortable
 Explore facts and use examples
 Gather various examples to help explore a broad perspective rather than a one-off event
 State which parts of feedback are just your personal opinion (which is still valid), and which parts are based on facts
 Ask the other person for feedback to find out if they see the event or situation in the same way
 Listen
 Let the other person digest the information, if necessary, before discussing their views—they may want to follow up at a later date
 Ask the other person for their perspective on your feedback, and how that fits with feedback others have provided
 Actively listen, which means taking the other person's perspective on board and understanding what they're saying
 Create a forward focus
 Frame your feedback in a way that's useful and can help the other person make improvements
 Use data, facts, and examples, but focus mainly on future opportunities
 Help 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
 "Did no one teach you how to communicate? The team needs to know what's going on. This is completely unprofessional."
 2. Feedback about work ethic
 Appropriate positive example
 "I am so impressed with the effort you gave this project."

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