Giving Feedback

Use this worksheet to prepare to give feedback that is constructive, clear, builds trust, and gives the other person the best possible boost towards implementing new behaviour.

1. Identify Feedback Moments:

Think about a time you gave difficult feedback recently. Describe it below briefly, considering the following: What was the situation? What message did you want to convey? How did the recipient respond (words, observable/physical movements, tone)?

2. Assess Your Approach:

Thinking about the same situation, rate yourself on a scale of 1-5 (1 = Needs Improvement, 5 = Excellent):

I communicated my feedback clearly, respectfully, and with empathy.   My rating: ＿＿＿

I focused on behaviors and outcomes, not assumptions or emotions.   My rating: ＿＿＿

I offered suggestions for improvement and showed willingness to collaborate.   My rating: ＿＿＿

3. Plan Your Next Feedback Opportunity:

Identify a specific person or situation where feedback would give opportunity for important improvement. Fill out the chart on the next page to prepare. Refer to the column on the right when giving the feedback.

My own thinking	What I'll communicate
The incident, situation, or pattern you want to address.	The behavior, action, or pattern you observe.
The cost, fallout, or missed opportunity that stands out to you.	The impact you observe.
What you/others might assume their intention is.	One question you can ask them to help you understand their intention. (i.e. "What do you think or hope would be the outcome from x behaviour?")
What do you wish they would do instead? Why?	Two concise suggestions of behaviours that might make a have a better impact than their current behaviours.
What support could you offer, with the belief that they do not wish to have this impact?	One question you will use to prompt dialogue about how they could achieve their intended result using behaviours that create a more positive outcome.