Feedback Tool

Planning to give constructive feedback

Instructions: Use this tool to get organized before giving constructive feedback.

PROCESS

1. Create an environment conducive to providing feedback.
2. State the constructive purpose of your feedback.
3. Describe the specific situation/behavior you observed.
4. Seek to understand their perspective.
5. Discuss suggestions and/or solutions and agree on path forward.

Tips

- Consider the best time and place for a conversation. Avoid email. If face to face is not possible, schedule a phone call.
- Do not answer the phone or check your mobile device during the conversation.
- If you think it will help the person be more receptive, begin by asking for permission to provide feedback.
- Consider letting the other person know you are uncomfortable but think this conversation is important.
- Complete steps two and three of the process quickly (i.e. only a few sentences or take no more than a few minutes). Be concise to avoid sounding condescending or being perceived as lecturing or being on a soap box. Concise statements also to leave room for clarification because there are always two sides (points of view) to consider.
- Ask questions to encourage discussion.
- Give the person the benefit of the doubt. Empathize – try to see the situation from their point of view.
- Complete the following questions to prepare yourself for a constructive conversation.

1. Describe the situation or behavior you observed. Clarify the impact this situation or behavior is having on the team, department, or project.

2. Identify specific details and/or one or two appropriate examples you have to support your observation and/or view of the impact.

3. Describe what you are hoping to accomplish by providing feedback. Consider your positive intentions for providing feedback. Be clear about the purpose of the discussion.

4. Identify the suggestions you have for improving the situation or modifying the behavior. List any action you could take to support the person or help make the situation better.

Adapted from the AMA Trainer's Workshop, Coaching, Counseling and Feedback