

Tips for better feedback

- 1 **Be specific** – Describe details of particular incidents as examples of what the person did or said. You're aiming for something they recognise and understand.
- 2 **Be objective** – Describe facts rather than your opinions.
- 3 **Be direct** – Don't avoid the issue – be clear in what you say.
- 4 **Be simple** – Too much detail at any one time is overwhelming and undermining.
- 5 **Be sensitive** – Before you speak, think about what it will be like to receive it. Take account of their feelings.
- 6 **Be practical** – Make sure that the person can do something different once they have heard the feedback. If they can't change or learn from it, don't give it.
- 7 **Be positive** – Much of what the person did may have been good, which should be acknowledged. Even if you don't need praise or someone else to tell you you've done a good job, others might.
- 8 **Be supportive** – Speak in the spirit of wanting to make things better. The best feedback lets the recipient know the giver cares about them developing and wants them to succeed.
- 9 **Speak about the behaviour, not the person** – Comment on the particular task or action, not the recipient's personality.
- 10 **Leave the next step with the recipient** – This is making choices about how to behave and act based on their own.

AID FEEDBACK PROCESS

This is a feedback process that can guide you as you prepare to give both positive and developmental feedback

POSITIVE FEEDBACK

ACTION – What was done or said

- *What I observed/saw/noticed...., When you said/did....,*

IMPACT - The effect it had on the task/team//customer/you ...

- *It had the effect of... It caused... it made me feel...*

DO – Keep doing, do more of (motivate)

- *Offer: I'd suggest you keep doing that
...I'd encourage you to do this again/more often*
- *Check: What do you think?*
- *Ask: How did you get so good at that?
What else do you know that works?
Where would it be helpful for you to do this again/more often?*

DEVELOPMENTAL FEEDBACK

ACTION: What was done or said

- *What I observed/saw/noticed...., When you said/did....,*

IMPACT: The effect it had on the task/team//customer/you ...

- *It had the effect of..., it caused.... it made me feel*

DO: What should be done differently/next steps (develop)

- *Offer: What I suggest you do differently is...this will have (impact)
A suggestion for the future is...*
- *Check: What do you think about this?*
- *Ask: What ideas do you have for improvements?
What could you do differently next time?
What's the first step you could take to make progress with this?*

Review progress: Agree when you will review progress