

Giving Feedback

In giving feedback, use the following process.

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- Step 1:** Ask the person what they think they did well.
 - Step 2:** Listen and add your motivational feedback.
 - Step 3:** Ask the person what they think they could do differently next time.
 - Step 4:** Listen and add your developmental feedback.
 - Step 5:** Jointly agree a plan of action and when you will review this.
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Tips on giving feedback

- Prioritise your feedback. Choose the most important aspects of the behaviour you have observed and limit your feedback to these.
- Do not overload the individual with too much developmental feedback at once.
- Limit feedback to a maximum of three points. There is only so much someone can improve on at a time.
- Be specific – use examples. Quote the words or actions used.
- Try to avoid general comments like ‘that was very good’ as this does not give reasons to the other person. It is best to explain why it was good!
- Start on a high note – give motivational feedback before developmental. In offering feedback, it can help the receiver to hear first what you liked they have done well, before you give your advice on how they could do better.
- Be positive. Even when commenting on poor performance, ask questions to focus on future improvements. For example, say ‘What do you think you can do differently next time?’ rather than saying ‘Don’t do that again!’
- Listen, then add your alternatives and suggestions. Suggest what you would prefer the person to have said or done.