

## Guidelines for Giving Feedback

### Be timely

- As immediately as you observe the behavior, give the feedback.
- Select a good time.
- Whenever possible, ask for permission to give the feedback. Feedback that is requested is more openly received.

### Be specific

- Describe what behavior you observed; Do not focus on the person or their intentions.
- Use "I" statements instead of "you"
  - For example, "When you arrive late at our staff meetings, I feel that you do not respect my time..."
- Describe actions or behavior that the individual can change.

### State the impact

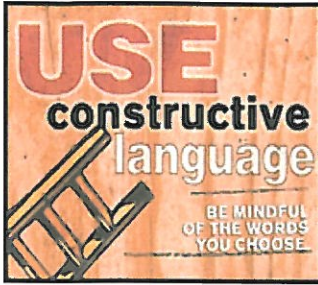
- Tell them the result of their action. For example, "When you interrupted Jim during his speech, you distracted the audience."

### Pause for a response

- Let the person provide a response or ask questions.

### Discuss future actions

- This could be expectations, recommendations or advice depending on the audience.
- End the conversation on a positive note.



## Giving Feedback Scenarios

**Directions:** Work in partners to craft your feedback message. Follow the guidelines we previously discussed.

An employee:

Peer:

Manager:

Key Business Partner:



## Feedback Plan - Application

**Directions:** Think back on a feedback conversation that did not go as well as you had planned. Describe the situation and the outcome. Build a plan based on the feedback steps we discussed. You will have an opportunity to practice this plan and receive feedback.

Looking Back:

Future Plan: