



STEPS TO GIVING CONSTRUCTIVE FEEDBACK

GOLDEN RULE

The conclusion of the feedback should reflect what is best for the team, not either individual.

HIGH PERFORMING TEAM

05

Keep discussion on the specific behavior, NEVER THE PERSON

Do not judge the person, or assume their motivation. To be safe, assume they wanted a good outcome that did not happen.

04

Has logic and structure, and based in facts

Be sure you have a plan with a desired outcome. Understand how you define the problem, also defines your solution.

03

Observe and listen before giving the feedback

Take time to understand the whole situation. Question your assumptions.

02

Intended to help the receiver be successful

Feedback should grow the receiver. Discussion should end with an action plan for the expected outcome

01

Offered at the right time

The receiver must be in a frame of mind to accept the feedback

BUILT ON A FOUNDATION OF TRUST