

LEADERSHIP

Developing People Through Feedback

1. Be focused.

- Remember your goal is to improve performance and help the individual
- Make feedback part of your everyday conversation
- Give balanced feedback
- Take quality time to prepare when situation warrants

2. Be specific.

- Use examples
- Be clear on performance delivered or not delivered
- Keep discussion professional and not personal

3. Be heard.

- Select the best setting for the discussion
- Identify the key message to deliver and make sure you communicate the key message. Do not “clutter” the conversation with mixed messages or too much information.

4. Be clear on next steps.

- clarity on what both parties will do
- identify when and how measurement of progress will occur

5. Be helpful.

- Give timely feedback
- Offer support and help in any way. The person receiving feedback should know you desire the best for them

6. Be open and receptive.

- Listen
- Ask for feedback for yourself
- Adjust feedback if you learn more information
- Have a humble spirit