

Giving Feedback Guide Sheet

Prepare

- Think about key messages you will share in advance of the meeting.
- Consider how you will deliver feedback (e.g., face-to-face, via email).
- Focus on clear examples you'll use to highlight points.

Focus on your tone

- Be informal, approachable, and empathetic in your approach.
- Help the other person find solutions rather than dwell on development areas.
- Make the other person feel comfortable.

Explore facts and use concrete examples

- Gather various examples to help explore a broad perspective rather than a one-off event.
- State which parts of feedback are just your personal opinion (which is still valid), and which parts are based on facts.
- Ask the other person for feedback to find out if they see the event or situation in the same way.

Listen

- Let the other person digest the information if necessary before discussing their views—they may want to follow up at a later date.
- Ask the other person for their perspective on your feedback, and how that fits with feedback others have provided.
- Actively listen, which means taking the other person's perspective on board and understanding what they're saying.

Create a forward focus

- Frame your feedback in way that's useful and can help the other person make improvements.
- Use data, facts, and examples, but focus mainly on future opportunities.
- Help the other person explore how they can use the information you provide to enhance performance.