

Tips for Providing Effective Feedback

1. Get your emotions under control.
2. Conduct in private, if necessary.
3. Provide sooner than later.
4. Focus on the actions (and impact), not the person.
5. Describe specific behaviors.
6. Use “I” statements rather than “you” statements.
7. Avoid “absolute” words and phrases like always, never, etc.
8. Stop talking, ask for reaction/input, and seek confirmation.
9. Reaffirm your faith in the person.
10. Focus on the future with the magic phrases: “To make it even better ...” and “To make it more effective ...”
11. Document for future reference as appropriate.
12. Remember to provide constructive AND positive feedback all the time!