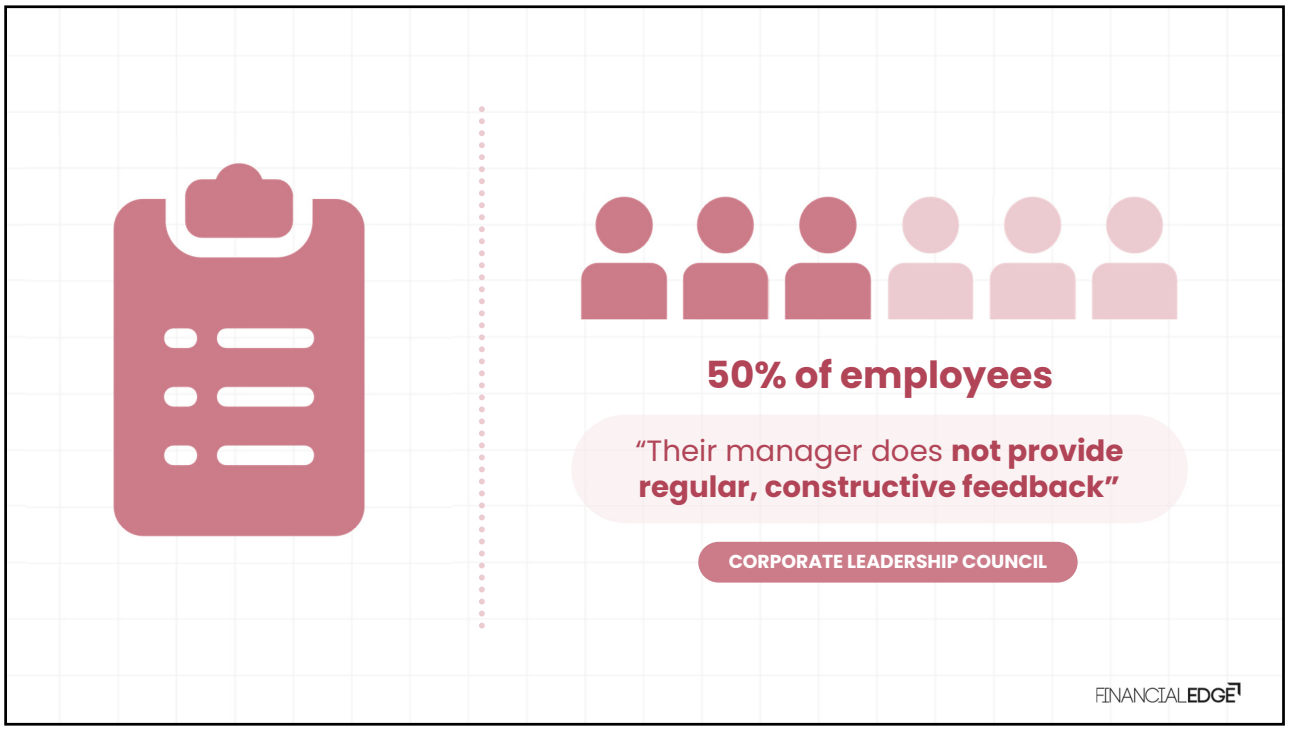


Why Feedback is Important

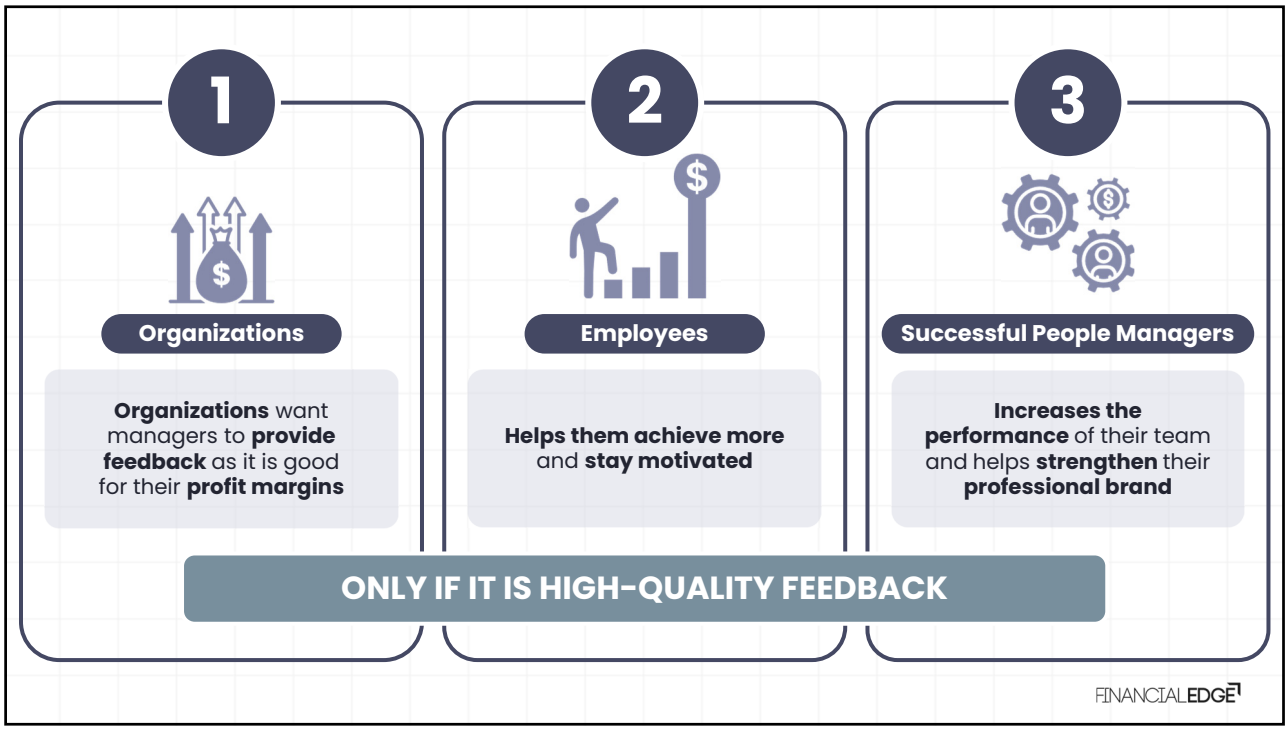
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How to Give Feedback That Works

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So **how** do you **provide high quality feedback?**

OBSERVE YOUR TEAM

BALANCED FEEDBACK

RECEIVE FEEDBACK

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So **how** do you **provide high quality feedback?**



BALANCED FEEDBACK

RECEIVE FEEDBACK

OBSERVE YOUR TEAM

You need to **observe your team** as **much as you can,**
and speak with others with whom they work in order to have
enough information to construct high-quality feedback messages

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So **how** do you **provide high quality feedback?**

OBSERVE YOUR TEAM



RECEIVE FEEDBACK

BALANCED FEEDBACK

Provide balanced feedback regularly – not just when something has gone wrong

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So **how** do you **provide high quality feedback?**

OBSERVE YOUR TEAM

BALANCED FEEDBACK

RECEIVE FEEDBACK

Ensure the **feedback** is the **starting point** of a **wider discussion** where you listen to **their perspective.** You should also be **open to receiving feedback on your managerial performance too**

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To ensure the **feedback** you give is **high quality,** always **construct it in advance** and **review it**

A	I	D
ACTION	**IMPACT**	**DO**
Clear	**Specific**	**Unarguable**

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A

ACTION

Outlining the **specific behavior** or **aspect** of their **performance you wish to address**

Example

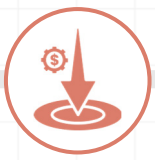
"I noticed in that **client meeting** yesterday you **arrived ten minutes late** and **didn't apologize"**

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To ensure the **feedback** you give is **high quality,** always **construct it in advance** and **review it**

A	I	D
ACTION	**IMPACT**	**DO**







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IMPACT

Communicate the possible impact of their behavior on:

- **The client**
- **Their reputation**
- **You** (As their manager)
- **The wider team**

Raise their **awareness** → The need to **address it**

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IMPACT

High quality feedback is **unarguable**

Example

"You were rude and **unprofessional"**

Arguable

"My concern is that the client may have thought you were **unprofessional.** I think **it looked unprofessional"**

Unarguable

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To ensure the **feedback** you give is **high quality,** always **construct it in advance** and **review it**

A

ACTION

I

IMPACT

D

DO

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D

DO

What will the **feedback recipient do differently** in the **future** based on the **feedback provided?**

Tell them what to do

They may disagree with you

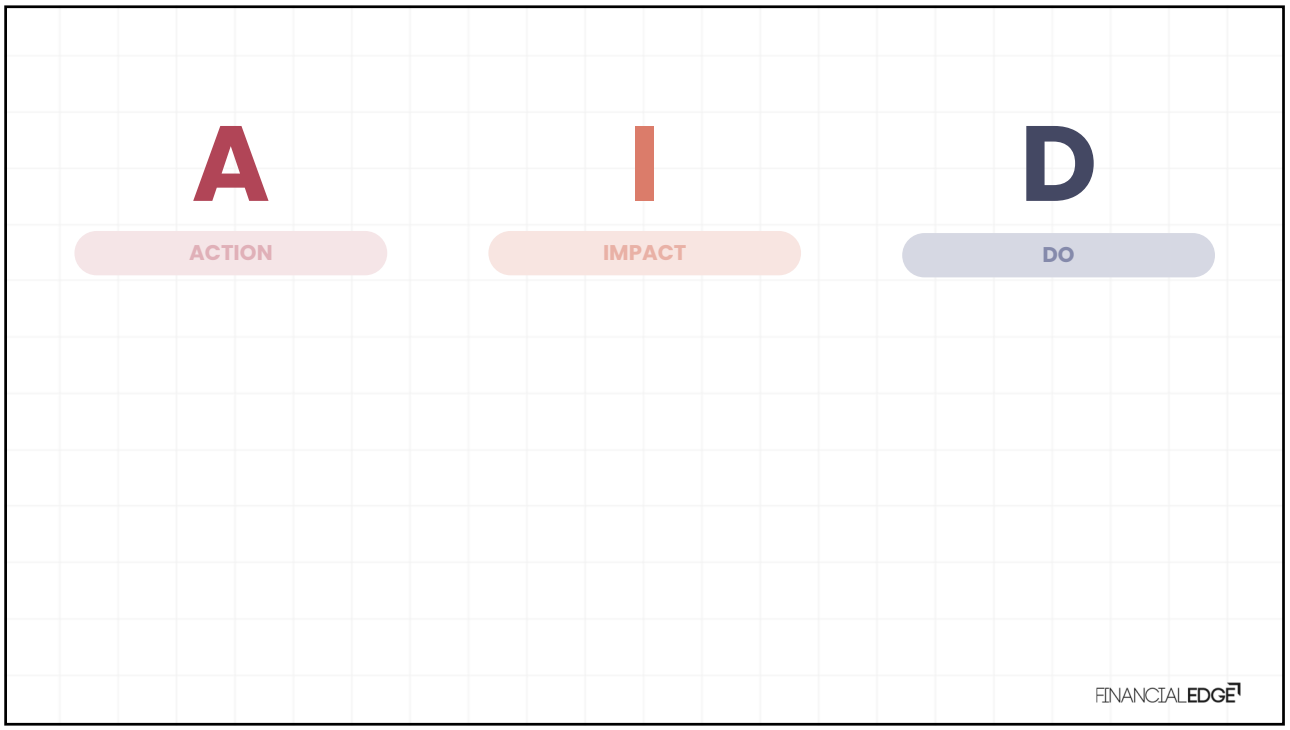
Allows them to take ownership

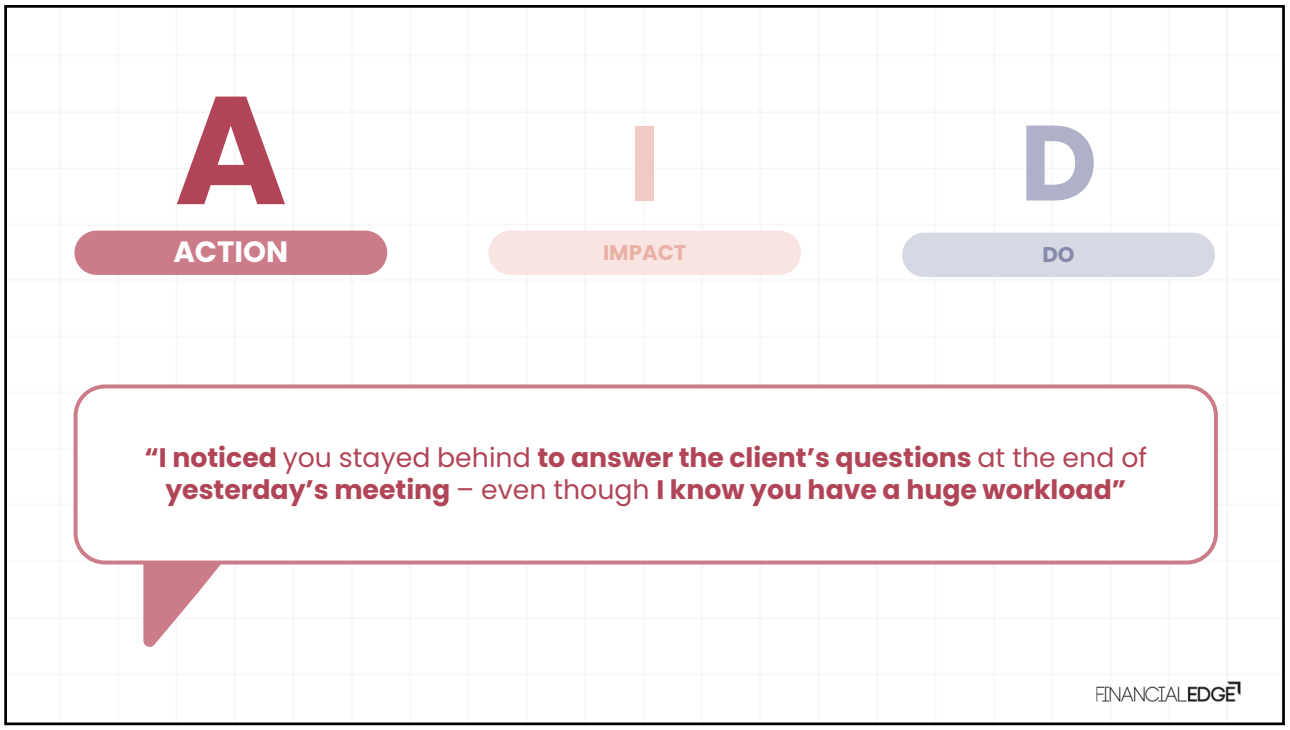
Ask them what they think they should do

"What are your thoughts about that?"

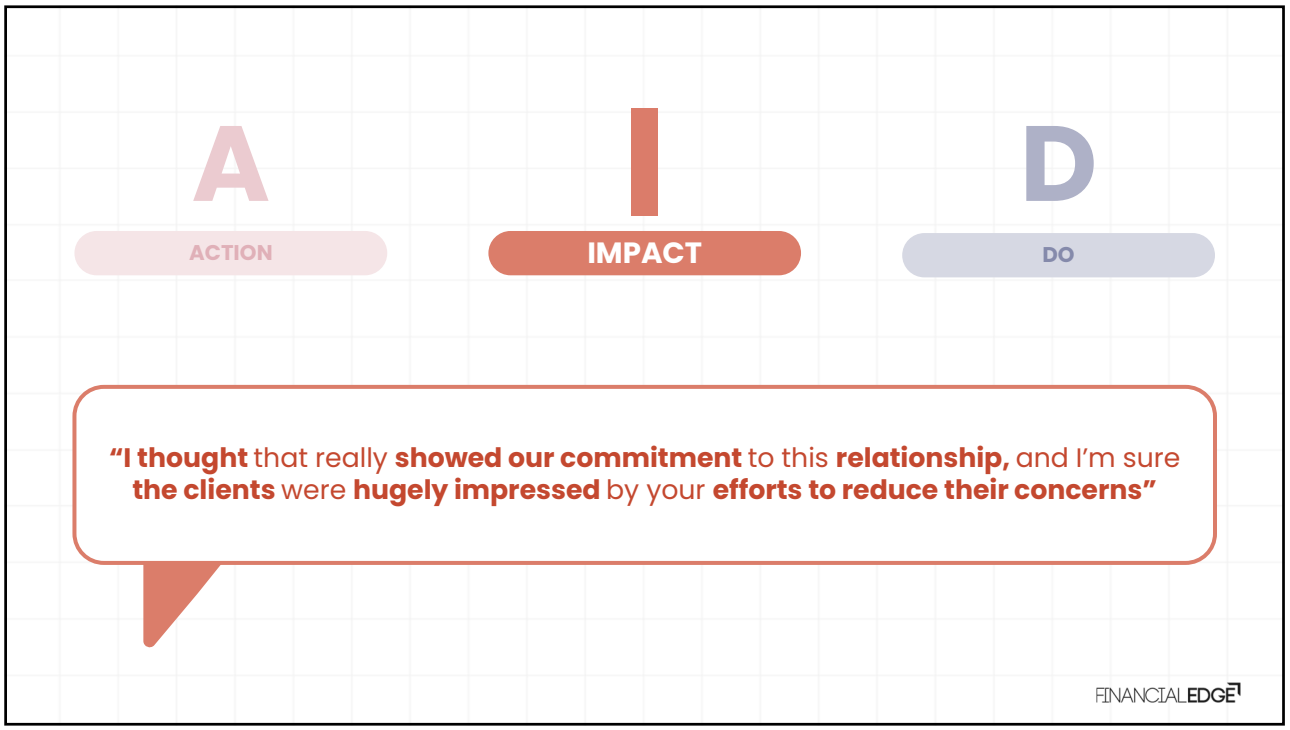
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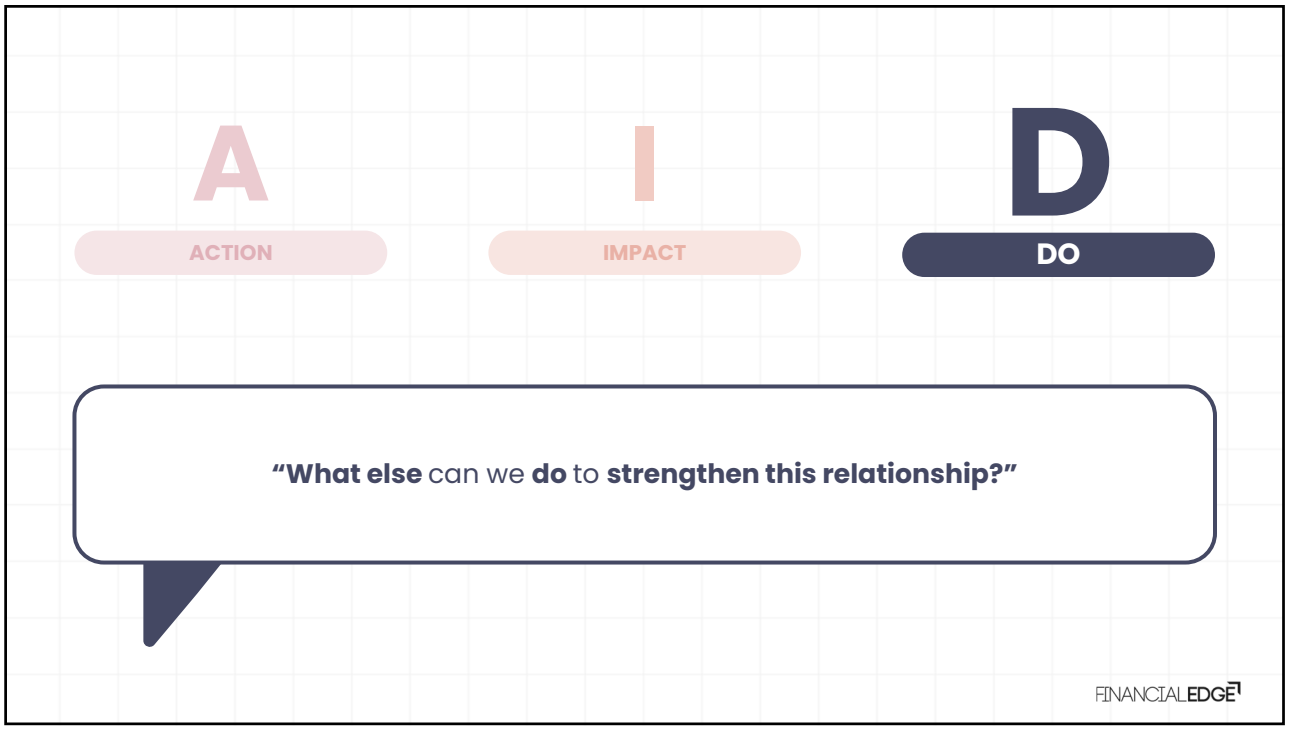
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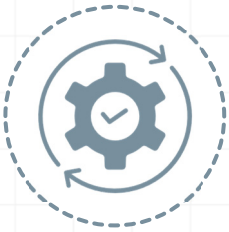
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Feedback



Regular



Balanced



Carefully Considered

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Feedback

Effective feedback will **ensure** you:



Develop **confident and motivated high performers**



Retain top talent



Meet and **exceed team goals**

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