

10 steps for giving constructive feedback

1 PREPARE

Consider what you want to achieve by giving the feedback.



2 BE EMPATHETIC

Put yourself in their shoes. How can you deliver your message so that they can understand and absorb what you're saying?

3 CHECK YOUR ASSUMPTIONS

Ask yourself, 'what are all the possible causes of this situation and for this person's behaviour?' before you reach a conclusion.

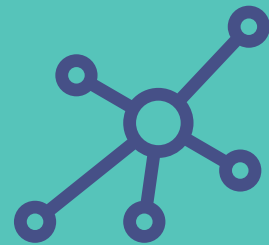


4 FOCUS ON 'WHY'

Emphasise that your goal is not to criticise or blame, but to help them to do their best in order for them to achieve their objectives.

5 STRUCTURE YOUR FEEDBACK

This will help keep the conversation focused and avoid it being side-tracked by irrelevant issues, excuses or defensiveness.



6 EXPLAIN THE IMPACT

Explain the impact that their behaviour has had on you / the team / the organisation.

7 KEEP AN OPEN MIND

Be prepared for the other person to have a different perspective on events and be willing to ask questions so that they can share their point of view.

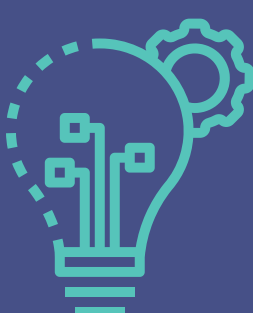


8 LISTEN

The more managers show they are listening to their employee's perspective, the more honest and trustworthy their feedback is perceived to be.

9 KEEP CALM

If the other person becomes defensive or argumentative, consider taking a break to allow them to process what you've said and then return to the conversation later.



10 FOCUS ON THE FUTURE

Don't dwell on explanations for past events. Agree what they will do differently and put a date in the diary to review progress together.