FEEDBACK TIPS

DO

- **Clarify your intent.** Help the person learn and grow. Make sure your intent is genuine.

- **Share specific observations.** Layout the facts of what you've seen and the behaviors you have observed. Use "I" messages: *I've observed that. It appears to me.*

- **Describe the Impact.** State the impact on the results. What outcomes has this behavior produced?

- **Use the term** "development areas" when providing negative feedback.

- **Use positive, empathetic sentences** such as "You are professional and diligent with project management. I noticed that your communication style is a bit formal and leads to misunderstandings within the project team."

- **Emphasize words of encouragement.** "Your analytical skills are steadily improving. Moving forward, I'd like you to identify additional opportunities to further develop this skill."

- **Ask for/offer suggestions as needed.** Explore ways to either repeat positive behaviors (reinforcing) or adopt new behaviors (redirecting).

DON'T

- **Use generic language.** Vague or extreme statements may sound insincere -always, never.

- **Make assumptions.** Ensure you have the facts about the situation and give accurate feedback. Feedback that's based on wrong assumptions is NOT valid.

- **Make value judgments** such as best, bad, or incompetent.

- **Use the word** weakness and poor performance.

- **Include labels** such as irresponsible, careless.

- **Compare** peers.

- **Apologize** after delivering negative feedback.