KISSIMMEE

PROVIDING EFFECTIVE FEEDBACK
QUICK REFERENCE GUIDE

Providing Effective Feedback

Feedback is the breakfast of champions.

-Ken Blanchard

Providing Feedback

Both formal and informal leaders enjoy providing positive feedback, and it is a powerful tool for continuous improvement. While providing not-so-positive feedback isn't much fun, remember that when provided properly it is a valuable coaching resource. The purpose of feedback is to help the receiver, not to embarrass him or her or to make judgments. So be kind. Examples: "I'm concerned about you meeting your deadlines because you've been late three times this week. Is everything okay?" or "I felt uncomfortable when you lost your temper with our client. How are you feeling about what happened and what do you think we should do next?"

Notice that in the examples above you didn't see harsh judgments, personal attacks or labeling, such as: "You always miss your deadlines; you procrastinate too much." or "You're a loose cannon and you've cost us that account." If the person's inappropriate behavior did, in fact, cost the organization an account, disciplinary action might be necessary. When coaching, however, remember to state the facts without intentionally embarrassing the person; don't belittle or use "labels." Give the person an opportunity to do their own self evaluation. People typically know exactly what they need to improve upon. Be caring, not callous.

DOS AND DON'TS OF FEEDBACK

DO…
… be kind.
… clarify messages and any agreements made.
… choose the right time and place for feedback.
… be open to what others offer.
… be honest, yet tactful.
… focus on behaviors.

Don't…
… offer negative feedback in front of others.
… get personal or label people or behaviors.
… judge. (But do tell the facts.)
… threaten. (But do explain consequences of behaviors.)

Remember…
• Offer feedback in a way that will strengthen relationships rather than weaken them.

• Feedback should help receivers see themselves as others perceive them and learn what to continue doing, what to start doing, and what to avoid doing.