



# Menu for Effective Feedback

## STARTER COURSE

### OBSERVE

What specifically did you observe?

Why is this a problem?

Has it happened before?(i.e., is it a pattern or one time event)?

Have you previously provided feedback on this issue? If not, why not?

## MAIN COURSE

### PREPARE

1. Describe the gap between the expected behavior and the actual behavior (be factual in your description, e.g., was late 3/5 days, versus "unreliable").
2. Describe why the behavior is a problem and why it needs to change, meaning, what are the consequences/outcomes of the behavior to their success?

### DISCUSS

1. Share your purpose and intentions in providing the feedback (i.e., this is your "why" be positive!).
2. Tell them the specific behavior that is a problem/opportunity and provide an example.
3. Encourage ownership by asking the employee for their ideas to improve their performance; add your own ideas *after* if necessary.
4. Set a follow up time to discuss progress towards goals.

## DESSERT

FOLLOW UP TO ASSESS PROGRESS. REINFORCE POSITIVE CHANGES!