



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!