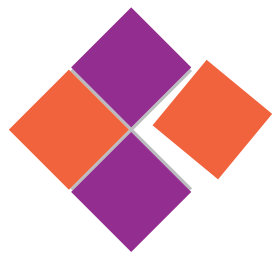


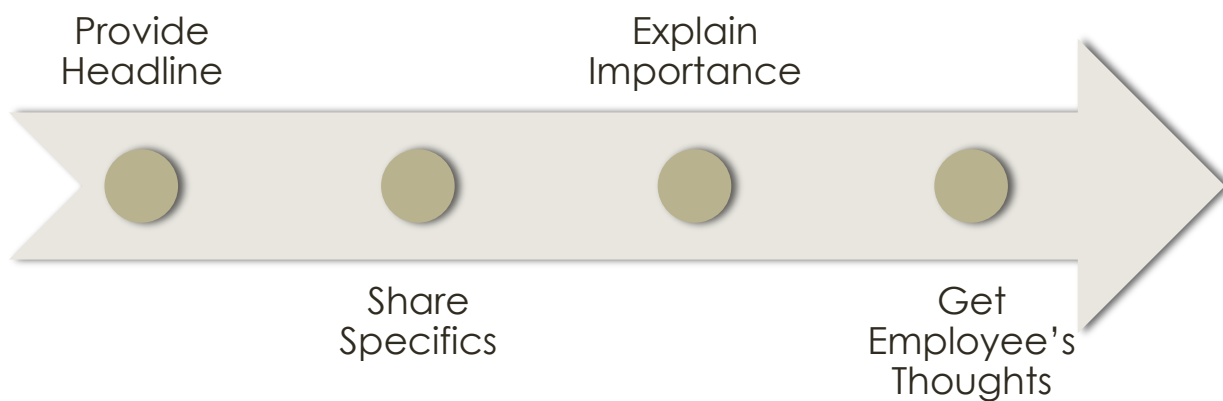
# Management Essentials: Giving Feedback



the **thiagi** group  
improving performance playfully

# The Process

## Four Simple Steps



## TIPS

**When giving feedback,** you want to ensure that the employee is ready and open to hear it. Sometimes you may have really relevant feedback that's very constructive and very useful and the employee just doesn't want to hear it. Begin by asking if they are open to hearing some feedback. Sometimes people view positive feedback as manipulative or insincere, so the readiness factor is very important.

**Make sure the feedback** you're providing actually adds value to the situation, and isn't just an irritant.

**Remember, feedback is never objective.** Feedback is always subjective.

**Connect feedback** to evaluative data. Evaluation is essential to performance improvement. Evaluative feedback is therefore, essential input if one is to get better at a task. Tie your feedback to objective data or to specific and measurable objectives.

# Explanation

PROCESS	DESCRIPTION	EXAMPLE
<b>Provide Headline</b>	What is the primary reason for the feedback? It may be a situation, issue or scenario you want to highlight.	<ul style="list-style-type: none"><li>+ I want to catch up with you regarding the project status meeting you ran yesterday.</li><li>- Do you recall the conversation we had with the team regarding the product roadmap last week?</li></ul>
<b>Share Specifics</b>	Provide detail on the specifics surrounding the event.	<ul style="list-style-type: none"><li>+ I thought you did a great job describing the details on the new features. You were very articulate about the idea and you engaged people.</li><li>- I noticed that many people in the room had different ideas and timelines. I think there might have been an opportunity to address their concerns more directly. (Coaching opportunity here!!!)</li></ul>

# Explanation cont.

PROCESS	DESCRIPTION	EXAMPLE
<b><i>Explain the Importance</i></b>	Describe the impact, importance, or value	<p>+ I believe it is critically important that we keep our team engaged on these features. When everyone feels engaged, morale and productivity go up.</p> <p>- There is a lot of value in harnessing the different opinions in the room. Without these different opinions we may end up with a one-dimensional view of the roadmap and we may miss something important. Team members and/or our client may become frustrated if they don't feel heard.</p>
<b><i>Get Employee's Thoughts and/or Commitment</i></b>	Ask your employee her thoughts on the topic. Encourage her to reflect and get a sense of commitment to move forward addressing the feedback. Always offer your support.	<p>+ How did you feel after the meeting? Of the things that went well, what will you continue to do next time?</p> <p>- What were your reflections after the meeting? Did you notice the different opinions? How might you think about this moving forward? Let me know if I can support you in anyway.</p>

# FEEDBACK Worksheet

Feedback for (NAME): \_\_\_\_\_

From: \_\_\_\_\_

<b>SITUATION/ SCENARIO</b> (Set the context)	
<b>PROVIDE THE HEADLINE</b>  What is the area of focus? What is your primary message?	
<b>SHARE SPECIFICS</b>  Provide specific details on the behaviors you observed.	
<b>EXPLAIN THE IMPORTANCE</b>  Describe the impact of the behavior, any consequences, and why you feel it's important to address.	
<b>GET EMPLOYEE'S THOUGHTS/ COMMITMENT</b>  Does the person understand your feedback? Is this something he/she is willing to work on?	