# Communication Skills: Giving Effective Feedback

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## Objectives

- Discuss reasons we give feedback
- Identify characteristics and steps of giving effective feedback
- Practice giving feedback
- Get more comfortable giving feedback!

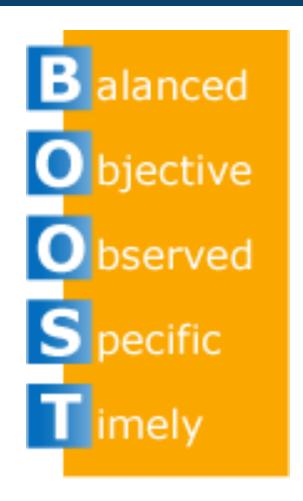


# Brainstorm: Why Give Feedback?

- Confirm understanding
- Clarify meaning or intent
- Provide guidance
- Give direction
- Change behavior
- Encourage development



### **BOOST Your Feedback**







# 10 Steps for Giving Effective Feedback

- 1. Identify the issue clearly and specifically
- 2. Select an appropriate time and place
- 3. Setting the stage
- Describe the behavior
- 5. Make your case



# 10 Steps for Giving Effective Feedback

- 6. Hold your ground
- 7. Explore the issue fully
- 8. Describe the positive consequences
- 9. Describe the negative consequences
- 10. Plan for change



## How To Give Effective Feedback

- Demonstrate respect
- Use "I" statements



### Practice "I" Statements

- "You" statements are <u>not</u> direct:
  - "You are always late."
- "I" statements are direct:
  - "I saw you come in late this morning at 9:30."



## Practice Being Specific

"You need to finish your work faster."

- "The hard deadline for our project is coming up next week. Would you please share with me your plan for completing your part of the project by deadline?"
- "The hard deadline for our project is next Monday, the 18<sup>th</sup>. I want to check in with you on your 3 assignments to see where you are to make sure we can both be done by the deadline."

# When Giving Negative or Corrective Feedback

- Don't beat around the bush
- Ask for a reaction
- Seek agreement
- Develop a plan
- Summarize the discussion
- Specify consequences if no improvement
- Follow up



### Feedback Has 3 Basic Parts

- What I have observed—as objectively as possible
- Why it is important—implications
- What I want to happen as a result of feedback

## Practice

1.	What I have observed:
	When I saw OR When happened
2.	Why it is important, implications
	The effect was
	(Because)
3.	What I want to happen as a result of feedback (expectations)
	If you would
	It would be better because

## Practice

1. What I have a I noticed	
2. Why it is impo	ortant, implications
l was	because
3. What I want to (expectation	to happen as a result of feedback ns)
Next time, if yo	ou would
Have you thou	ught about
I think it would	l be better if
because	

#### Scenarios

- Messy Colleague 1
- Careless Colleague 2
- Time-Challenged Colleague 3

Hint: think about what you want each person to DO

#### Remember...

- For feedback to be effective, the employee must:
  - Understand what you are saying
  - > Accept the information
  - > Be able to do something about it



# Top 6 **Don'ts** of Giving Effective Feedback

- Judge the person
- 2. Be vague
- 3. Use accusations
- 4. Pass along vague feedback from others
- 5. Psychoanalyze
- 6. Generalize with words like "always" and "never"

### Continue the Feedback Process

- Follow-up
  - Check progress
  - > Provide coaching
  - > Review expectations
  - > Recommit
- Catch 'em doing it right



## Evaluations

• Time to give <u>me</u> feedback!

