

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

Balanced
Objective
Observed
Specific
Timely



10 Steps for Giving Effective Feedback

1. Identify the issue clearly and specifically
2. Select an appropriate time and place
3. Setting the stage
4. 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 not 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 18th. 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 observed:

I noticed _____

2. Why it is important, implications

I was _____ because _____

3. What I want to happen as a result of feedback
(expectations)

Next time, if you would _____

Have you thought about _____

I think it would 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

1. 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 me feedback!

