

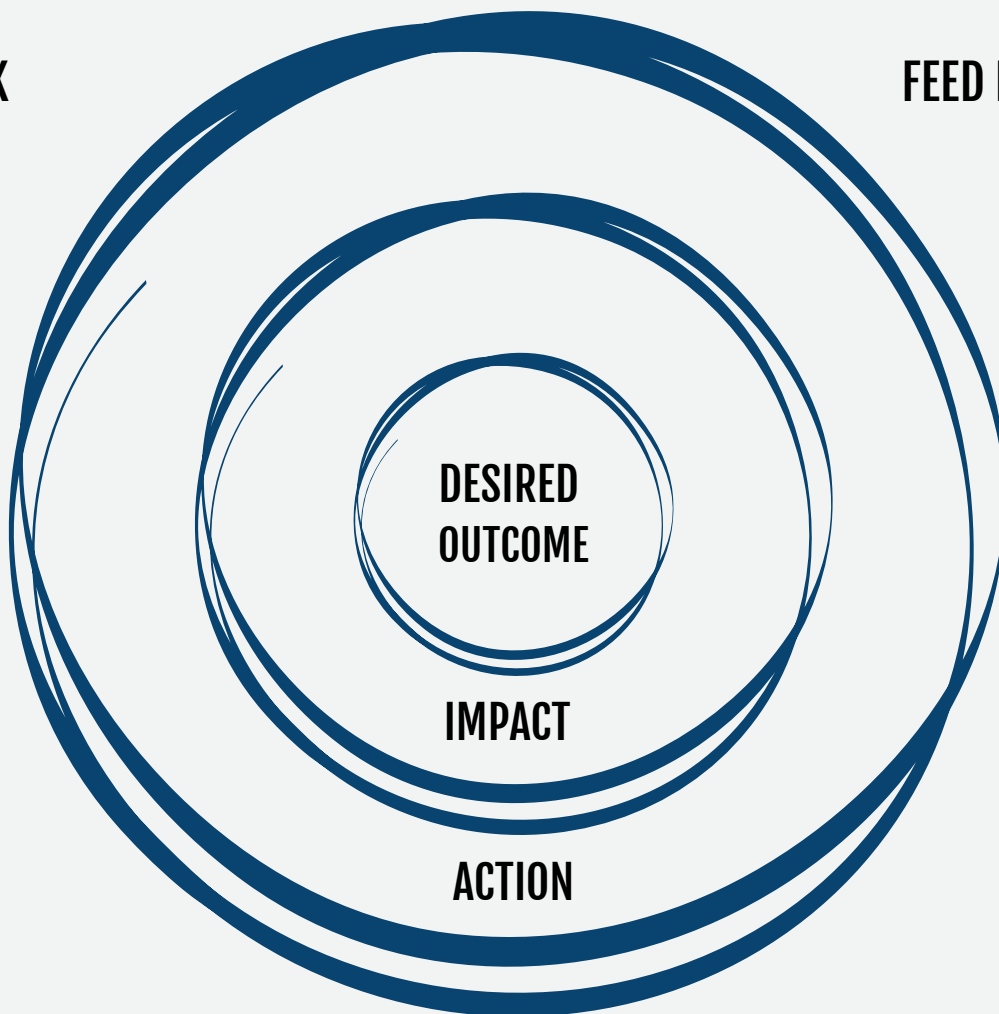
FEEDBACK

Use this tool to give effective feedback and support progress. Clear, concise, action-oriented feedback enables you to reinforce positive behaviours or redirect unhelpful behaviours towards the desired outcome.

Whether your giving feedback on the past, or feed forward for the future, keep the desired outcome at the center of the conversation.

FEEDBACK

FEED FORWARD





FEEDBACK

INSTRUCTIONS

Giving constructive feedback is helpful when affirming desired behaviours, as well as redirecting less productive behaviours. Following a simple framework helps keep feedback succinct and provide clarity on the expected behaviour required to achieve the desired outcome.

The framework below will support these conversations:

- 1. Action** – What is the action or behaviour that you are giving feedback on? Be specific and objective about what happened.
- 2. Impact** – What is the impact this had? Keep it specific and ensure you remain focused on the action you mentioned, try not to stray into previous scenarios.
- 3. Desired Outcome** – Why does this matter? What is the outcome you need to work to achieve? What would enable this moving forward?

FEEDBACK EXAMPLE:

Action: In today's meeting you set a very clear agenda

Impact: It gave the team some good structure and helped keep us on track

Desired Outcome: I'd like you to keep doing that in future meetings, it will help us continue to use our time together effectively

FEED FORWARD EXAMPLE:

Desired Outcome: I'd like your help to ensure we use our time in today's meeting effectively

Impact: I think we need some structure and discipline to stay on track

Action: Can you put in place an agenda and share it prior

Ensure you are asking for feedback from those around you as well as providing it to others.



+ 5 min



2+

FEEDBACK

PREPARATION

What is the purpose of this feedback? What would you like the person to be doing as a result of this conversation? What one thing can you focus on to best help them?

ACTION

What is the action or behaviour that you are giving feedback on? Be specific and objective about what happened.

IMPACT

What is the impact this had? Keep it specific and ensure you remain focused on the action you mentioned, try not to stray into previous scenarios.

DESIRED OUTCOME

Why does this matter?
What is the outcome you need to work to achieve?
What would enable this moving forward?