

Giving Effective Feedback

Forget the age old method of giving feedback in a “Positive-Negative-Positive sandwich” format; it is ineffective. It confuses the receiver and research shows it is ineffective in creating positive change for the recipient. Focus on the outcome that you are looking for and how to build a constructive message that will help the receiver should they choose to incorporate it.



Research shows that coaching feedback helps us improve our skills. Feedback is all around us—we practically swim in it. Why should we wait to get feedback only once a year at work? We need better strategies.

Three Types of Feedback

Appreciation feedback

Allows us to acknowledge positive actions, connect on successes, motivate people, and thank them for their contribution.

Designed to expand knowledge, sharpen skills and improve capabilities.

Coaching feedback

Evaluation feedback

Helps to rank contribution and values against standards, readjust or align expectations and give comparisons for improvement.

What are the barriers to feedback?

TRUTH
I don't believe it

RELATIONSHIP
I can't hear this from YOU

IDENTITY
This goes against what I believe makes me unique

Make feedback simple by breaking it down into 3 Steps:

1

State the Facts: Say what happened either positive or negative.

2

What was the Outcome or Consequence: How did the fact impact the situation?

3

Solicit your Recommendations: What steps should be taken moving forward?



Getting the most out of the conversation

- Have transparent intent
- Align on the purpose of the conversation
- Be upfront about assumptions
- Practice effective listening
- Choose the right words
- Recognize their non-verbal cues
- Be aware of your own non-verbal cues

Tip: Push vs Pull

Research shows feedback is more effective when the receiver asks for it. Rather than **PUSH** out your feedback, create opportunities for them to **PULL** it in.

Learn more about the Point Taken Approach at

www.PointTaken.net/approach

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