

FEEDBACK MANIFESTO

MASTER THE ART OF GIVING FEEDBACK

1

WHAT'S MY INTENT? ALL TOO OFTEN THE REAL REASON BEHIND WANTING TO SAY SOMETHING IS TO GET ATTENTION OR TO BLAME OR TO SHIFT RESPONSIBILITY. GIVE FEEDBACK ONLY WHEN YOUR INTENT IS TO HELP THE OTHER IMPROVE.

2

IS THIS THE RIGHT TIME? PAUSE FOR A MOMENT TO CONSIDER IF THIS IS THE RIGHT TIME TO GIVE THIS FEEDBACK. SOMETIMES, IT IS BEST TO WAIT FOR A MORE OPPORTUNE MOMENT. AT OTHER TIMES, YOU SIMPLY DON'T HAVE THE PERMISSION TO GIVE THE FEEDBACK.

3

IS THIS ABOUT BEHAVIOR? ALWAYS SEPARATE BEHAVIOR FROM THE PERSON. DO NOT GIVE FEEDBACK AT THE IDENTITY LEVEL. MOST PEOPLE FEEL COMPELLED TO DEFEND THEMSELVES IMMEDIATELY.

4

IS IT ACTIONABLE? DOES YOUR FEEDBACK SPELL OUT EXACTLY WHAT TO DO? ACTIONABLE FEEDBACK IS SPECIFIC AND SENSORY BASED - WHAT DID YOU SEE, HEAR AND FEEL.

PROPER FEEDBACK FORMAT: FIRST, SAY WHAT WAS DONE WELL, THEN EXPLAIN WHAT CAN BE DONE BETTER NEXT TIME.