

HOW TO GIVE FEEDBACK



ANALYTICAL

- Ensure the feedback makes sense.
- Ensure the feedback is accurate.
- Ensure the feedback is from a credible source.
- Provide evidence that warrants the feedback.
- Ensure the reward/punishment accurately matches the feedback.

CONCEPTUAL

- Present the feedback relative to the big picture.
- Be clear if the feedback is strictly personal or related to the larger vision.
- How will this feedback impact the recipient's future?
- Provide ways for the recipient to move forward using the feedback.
- Connect this feedback to broader concepts.

STRUCTURAL

- Ensure that the feedback is timely.
- Ensure that the feedback follows established procedures.
- Provide a copy of the feedback to the recipient.
- Ensure the feedback is clear.
- Attach an action plan to the feedback.

SOCIAL

- Ensure that the feedback is fair.
- Be sensitive to the recipient's feelings.
- Provide support to the recipient of the feedback.
- Empathize with the recipient.
- Be aware how feedback may impact relationships with coworkers, customers and management.

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EXPRESSIVENESS



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Show little emotion and proceed quietly.

Interact verbally and share your thoughts.

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ASSERTIVENESS



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Respond in a deliberate manner and keep feelings more internal.

Interact forcefully and with drive.

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FLEXIBILITY



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Interact frankly.

Offer solutions to change or indicate new approaches.