

Feedback Top Tips

Own the feedback - use "I"

Focus on the action - rather than the person

Give feedback frequently - and in a timely fashion

Be clear - about what you want to say

Remember the purpose - to improve performance or behaviour, to guide, praise or reinforce behaviour, or to understand the impact on others of the receiver, not to make you feel better

Choose language carefully - avoid emotional responses or inflammatory remarks, and don't generalise the language to soften the message

Support - offer support and suggestions to make positive change

Be prepared - have available all the necessary facts, information and data

Provide a private neutral setting for the conversation - where openness, trust, caring and concern for other's needs are present