

Feedback

Whether you are giving feedback to a peer, a direct report or upwards it is important that feedback is delivered in a way that is easily received and seen as useful.

It is important to remember that the Responder's world is primarily concerned with taking action and creating results in their immediate environment.

Feedback Content

When planning and delivering your feedback, the content should:

- Be timely and regular – don't delay
- Be factual and results focussed
- Be sensory based where possible, allowing them to experience the problem or solution – show them
- Avoid too much theory
- Be practical and logical in order to be seen as useful
- Have clear links to improvement – how to make something work more efficiently/get better results and outputs

Feedback Style

- Face-to-face
- Direct and to the point
- Use humour
- Positive and lively
- Avoid too much emotion or sentiment
- Agree next steps and actions where appropriate
- Be prepared for debate and challenge

Needs in times of change

- Generally responds well to change if it is clearly linked to improvement – prove to them that there is a better way
- To contribute practical and quick solutions to immediate problems and to be directly involved in their implementation
- The practical tools to get the job done
- Once the change has been agreed, action needs to follow shortly after
- Clear and direct lines of communication
- Clear feedback loops and evaluation methods to demonstrate progress is being made
- Opportunities to influence others and build momentum for action