

Employee Review & Planning Program

Principles of Effective Feedback

Specific & Descriptive

- Feedback should be clearly stated, specific, and based on what is observed; both the action and the impact of the action.
- Feedback should be descriptive not evaluative; feedback is not about personal judgement, but based on observed behaviour and actions.
- Feedback should refer to behaviour that can be changed.
- Own the feedback by using “I” statements.

Focused on Positive

- Effective feedback highlights the positive contributions the receiver makes while not ignoring areas for improvement.
- The discussion should begin with what the receiver is doing well by describing the desired behaviours and actions the receiver exhibits.

Collaborative/Coaching

- If the purpose of the feedback is to facilitate a change in behaviour or action, the change that occurs and the means by which that change occurs should be based on a collaborative discussion between the provider and the receiver.
- The Provider’s role is to facilitate an open discussion about the required change, explore possibly alternatives with the receiver and to assist with the evaluation of suggested courses of action. It is not the Provider’s role to tell and receiver what has to happen or what should happen, but to facilitate the receiver developing their own solution.

Timely

- In order for feedback to be effective it must be provided as soon as possible after the behaviour or action has been observed.

Caring

- Feedback should be offered with the intent of assisting the other person with creating positive change or reinforcing positive behaviour.
- It is not advisable to engage in a feedback discussion when either party is angry or emotional.

Checked for Understanding

- Before closing the feedback discussion, check to ensure that both parties are leaving the discussion with a fair and accurate understanding of the behaviour and actions that occurred.

Followed-up

- If the feedback discussion resulted in an action plan for a behavioural change there should be regular follow-up and support for the individual making that change.