

# THE LEADER'S GUIDE TO DELIVERING FEEDBACK

TAKING CONVERSATIONS FROM RISKY TO RESULTS-FOCUSED



Effective feedback is specific information tied to a defined standard that leads to a change. *It answers three questions:*

**WHAT IS THE STANDARD?**

**WHAT DID WE OBSERVE?**

**WHAT WILL WE CHANGE & BY WHEN?**

## USEFUL FEEDBACK IS...

1) **TIMELY**

2) **TIED TO A SHARED STANDARD**

3) **OBSERVABLE AND VERIFIABLE**

4) **ACTIONABLE**

5) **RESPECTFUL**

## WHY FEEDBACK MATTERS

**Feedback helps with consistency**

**Feedback supports learning**

**Feedback shapes fairness**

## HOW TO DELIVER FEEDBACK

**1** Prepare for the feedback

**2** State purpose and respect

**3** Share facts before interpretation

**4** Tie to the standard

**5** Explain the impact

**6** Ask for their view and constraints

**7** Co-create one change and a small test

**8** Document the agreement

**9** Follow up and recognize progress

**10** Learn at the system level

For more insights on Leadership, Communication, and Coaching follow us or reach out for more information.