

FEEDBACK 101 GUIDE

“Make feedback normal. Not a performance review.”

- Ed Batista

PRACTICE AND MASTER THE ART OF IMPROMPTU FEEDBACK

- Mindset change: Guidance is a gift.
- Give feedback immediately. Don't wait to schedule a meeting. Think about what a good sports coach would do.
- Be humble, be helpful.
Start the conversation out like this: “I'm going to describe a problem I see; I may be wrong...”
- Follow the model: **SITUATION-BEHAVIOR-IMPACT (S-B-I)**
 - Be specific about the **S**ituation, describe the **B**ehavior, articulate the **I**mpact

EXAMPLE:

SITUATION: I am going to describe a problem I see; I may be wrong. I have noticed a pattern that is concerning your attendance.

BEHAVIOR: In your first 3 weeks with us, you have been 15-30 minutes late twice and had to leave early one day due to child issues.

IMPACT: This behavior has impacted the team by causing them to have to cover some of your workload and even stay late to get all the tasks done on the days you were late or out. Is everything okay at home?

ACTION:

1. Have your employee create a plan of action on how they plan to change and/or correct their behavior. Emphasize at the end that you need their support and commitment.
2. Verbally ask them for the commitment and wait for a response.
3. If this is the first time having a conversation about this issue a verbal commitment is sufficient. If this is the second or more, put it in writing. Let them know that you will be providing them with a document that records the highlights of the conversation and will ask them to approve it for accuracy and sign it with you.