COACHING TIPS: GIVING FEEDBACK

It's hard to give feedback, especially if it's not positive. Consider these steps that can help you overcome and avoid feedback complications.

7 CHARACTERISTICS OF ACTIONABLE FEEDBACK

- **Specificity** - What specific behaviors have I observed from this person?
- **Illustrations/Examples** - What did the person say or do that caused me concern?
- **Impact** - What are the consequences of this behavior if the person does not change?
- **Emotional Neutrality** - How are my feelings affecting my approach to this person?
- **Understanding, Answered Questions, Filled-in Gaps** - What additional info might help this person gain a clearer picture?
- **Timeliness** - When/where could this feedback be received most constructively?
- **Positive Future Focus** - How can I help this person move forward?