Quick tips for giving constructive feedback

- Be information-specific, issue-focused, and based on observations.

- Frame it with your intention (e.g. to help people achieve their goals and objectives)

- To give constructive feedback it can help to …
  - Keep your ‘trust’ bank account topped up (Research: 5 to 1)
  - First seek to understand the other person’s perspective:
    - Talk me through what happened, from your perspective …
    - What are your thoughts on …

- Then ask to be heard:
  - I have some feedback on … is now (when is) a good time to talk it through?
  - I have some thoughts about … May I share them with you?
  - Let’s make a time to revisit what happened, particularly in terms of …
Feedback models

- For reference

Crucial Conversations

Ref: https://www.vitalsmarts.com

SBI - BI

Ref: https://www.adelaide.edu.au/hr/docs/pdr-giving-feedback.pdf

Find it, Flip it, Elevate it

#1: Find It: The first step is to identify the “problem,” the issue you want to change.

#2: Flip It: Next, you flip it from a negative to a positive. What do you really want or want more of?

#3: Elevate It: Finally, you elevate it so that it is motivational & inspires peak performance.

Ref: Center for Values-Driven Leadership
The SARAH model helps recognise 5 common stages of emotional responses:

**Shock**
People may be surprised or shocked, particularly if it is about performance improvement.

**Anger**
They may express anger towards the messenger. They may be disappointed that the work was not up to standard. They may blame someone else as a natural defensive reaction.

**Rejection**
They may reject the feedback on superficial grounds (ex: ‘given that’s all the time they gave me to do it, that’s as good as they can expect from me...’)

**Acceptance**
After some time—seconds, hours or days — the feedback will sink in and they will accept and integrate it.

**How to improve**
They will start thinking about corrective actions they could take to improve their work or performance.