

Feedback

Purpose

Constructive, positive and effective feedback is an essential part of the helping people to carry out their role effectively. It gives the team member a clear opportunity to understand what they are doing well, the contribution they are making and what they could do differently. Whether employed or volunteering – every team member can benefit from feedback that is honest, timely and will help them to improve in their role.

How to do it

We recommend using a simple 3-step process to provide feedback. Remember that feedback provided late is meaningless; make it timely, honest and ALWAYS in private.

Actions

Describe the activities or behaviours that you are giving feedback on – keep your comments factual and avoid confusing or over-complicated language. This applies whether you are commenting on excellent, poor or improving performance.

Impact

Describe the impact the actions of the team member are having on their work, their colleagues, their customers, or service users, as appropriate. This ensures that the team member is aware of the context within which they are operating and the impact that they are having.

Desired Outcome

Once more, clear, specific and accurate language should be used to describe what you would like to see happen in future – if this is a change in behaviour, please be clear about the change. Whether you want more of what is already being done, or a change in behaviour or activity, ensure that the team member has a clear understanding of what you have said.

Ask Questions

Ask the team member for their view of what you have said, how they feel about it and what they intend to do as a result. Explain in more detail any issues they don't understand and ensure that at the end of the feedback session they have had an opportunity to discuss the feedback, understand what it means to them and what should happen next.

ALWAYS thank them and ALWAYS leave them with a positive focus and mindset.

Does your feedback pass the “How would I feel if that just happened to me” test?