

# Get Ready, Get Set, Give Feedback!

## What is feedback?

Feedback is information communicated for the purpose of helping another person modify their behavior to improve learning and performance.

## Why should I give feedback?

Feedback is how supervisors let people know where they stand with respect to performance expectations and is an important part of coaching people in their development. All supervisors are expected to provide effective, regular feedback.

## How do you give effective feedback?

Simply follow the “Get Ready, Get Set, Give Feedback” framework outlined below.



## Lay the groundwork for successful feedback



### Be aware of your biases

- What are the possible explanations for a person’s behavior?
- What is the information that contradicts your perceptions?

### Face your fear of delivering feedback

- What are the likely consequences to the individual and their colleagues if you do not deliver difficult feedback?
- How might you handle things if the feedback conversation gets challenging?

### Motivate the person through connecting with their goals

- How can your feedback help them achieve their goals?
- If they don’t take your feedback seriously, how might this hinder their effectiveness?

### Build trust and create an emotionally safe environment

- How will you frame your feedback as an opportunity for learning and growth?
- What questions will you ask to demonstrate that you value their perspective?



Reflection Question. What do you want to START/CONTINUE /STOP doing with regard to feedback?

# Get Ready, Get Set, Give Feedback! (Cont.)

Stop and consider whether feedback will be effective



## Situation

## Is it good time to give feedback?

Will there be opportunities for the person to practice the behavior again?

If not, ask yourself how you might provide them with the opportunity to practice.

Does the person have the knowledge, skills, and abilities necessary to perform the desired behavior?

If not, consider how to coach the person to close these gaps in knowledge, skills, and abilities.

Has the person had the chance to familiarize themselves with the task?

If not, feedback will interfere with learning. Provide feedback once they are familiar with the task.

Is the person in the middle of the task?

If yes, feedback will simply cause an unwelcome interruption and a distraction. Wait until the task is complete to provide feedback.

You've planned the feedback and considered the timing, now Go!



- Be specific about behaviors and explain why a behavior was effective or ineffective, and help the person understand the **situation**, their **behavior**, and the **impact** of their behavior.

*Example: "Mai, when we were in our meeting earlier today, you kept looking out the window and I felt like you weren't paying attention to what I was saying."*

- Does the person understand what you are trying to convey?
- Connect the feedback to specific goals.
- Focus on the present task.

Once feedback is given, concentrate on coaching, which will help the person apply the feedback they have received.



Reflection Question. What are some things you might try to do differently when it comes to feedback?