

Providing Accurate Feedback

1. What is feedback?
2. Who needs our feedback?
3. Why do they need our feedback?
4. Why don't they get our feedback?
5. How can we implement feedback?
6. How should we give feedback?

1. What is feedback?

In essence we're talking about 'communicating about performance and progress'. It's what we need to say in response to the implied question, 'how am I doing?'

Ephesians 4:15

2. Who needs our feedback?

3. Why do they need our feedback?

Discussion: What do you think? Why do people need our feedback?

- a. I think they want it.
- b. I think they have a right to it.
- c. I think they need it.

4. Why don't they get our feedback?

Discussion: What do you think? Why doesn't it happen?

- a. It's awkward.
- b. It's assumed.
- c. It's accusatory.
- d. It's adversarial.

5. How can we implement feedback?

- a. We've got to let people know that it's about to start happening.
- b. We've got to let people know why we're doing it.
- c. We've got to let people know that we plan to get better at it!

6. How should we give feedback?

- a. Be positive.
- b. Be specific.
- c. Be attentive.
- d. Be brief:
- e. Be objective:

Eight Features of the Best Feedback

- 1. Big picture focussed:
- 2. Organizationally aligned:
- 3. Behavioural and specific:
- 4. Factual not interpretative:
- 5. Both positive and negative:
- 6. Focussed on patterns:
- 7. Linked to impact:
- 8. Prioritized.

Extra Reading

'Good Feedback is a Two-Way Conversations' Joe Hirsch, Harvard Business Review, June 2020

'How to Give Feedback People Can Actually Use' Jennifer Porter, Harvard Business Review, October 2017

'How to Give Tough Feedback that Helps People Grow', Monique Valcour, August 2015

'People Deserve to Know the Truth', Wisdom in Leadership, Chapter 46, Craig Hamilton

The Effective Manager, Mark Horstman

<https://www.manager-tools.com/2005/07/giving-effective-feedback#>