

CORE FEEDBACK

Failing to prepare is preparing to fail.

MEETING DATE:

MEETING TIME:

What was the **C**ontext?

What was your **O**bservation?

What was the **R**esult?

What is your **E**xpectation going forward?

MICRO (key points not to miss)

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MACRO (key goals for feedback)

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FURTHER GUIDANCE

Context

Set the stage for feedback - ask a question or make a statement

- Do you have a minute to talk about *xyz*?
- Can I share some thoughts with you about *xyz*?

Be specific about the context

- Give feedback as close to the event as possible
- When did *xyz* happen?; Where were you?; Who was involved?

Observation

Make an observation

- What did you see?
- What did you hear?
- Think: what about *xyz* could you have recorded?

This is where it pays to be objective and report the facts

- Try this: "You were waving your arms around and yelling."
- Instead of: "You were acting like a jerk."

Result

Describe the result

- Explain the direct impact of *xyz*
- What did you think or feel?
- What did you observe others do or say?
- What was the impact on the business?

Example

- OBSERVATION: "I noticed you rolled your eyes..."
- RESULT: "...and it made me think you weren't taking the team's input seriously."

Expectation

Clarify expectations for the future

- "In the future, I'd like you to voice your hesitations with the team's input directly so we can arrive at a better solution."

Close with a question

- How do you see it?
- What do you think we could do differently?