

Preparing to Give Feedback Worksheet

The first task in preparing to give feedback is to decide on the purpose and desired outcome of your feedback. Do you want to simply bring awareness, secure an agreement, or issue a directive?

Review the three feedback options below. Place a checkmark in the box that matches your intended purpose.

<input type="checkbox"/> <p>Observational Feedback</p> <p>Your intended outcome is to provide information without seeking an agreement. You're unattached to others' reactions.</p> <p>Ideal for coaching and mentoring.</p>	<input type="checkbox"/> <p>Agreement-Oriented Feedback</p> <p>Your intended outcome is to get buy-in or secure an agreement.</p> <p>Ideal for collaboration, community-building, increasing engagement, and change initiatives.</p>	<input type="checkbox"/> <p>Directive Feedback</p> <p>Your intended outcome is a clear behavior change in another person. There's no negotiation.</p> <p>Ideal when teaching new skills, setting boundaries, as well as safety and security situations.</p>
<p>Examples:</p> <p>"I noticed when Travis asked for new ideas on improving the breakroom, you were silent even though you had previously shared many ideas with me."</p> <p>"I noticed you laughed when Owen presented his idea, and did not offer any verbal comments or questions."</p> <p>"I noticed that you finished Gwen's sentences for her."</p>	<p>Examples:</p> <p>"I noticed you and Meng were talking about Mila's performance but Mila wasn't there. My request is that you talk directly to Mila, not about her."</p> <p>"I notice that in the last three meetings, several people did not speak at all. Would you be willing to restructure the meetings in a way that everyone's voice is included?"</p> <p>"The last few times we've gone to dinner, everyone chipped in to pay, but you didn't contribute enough to cover the tip. Would you be willing to add a 20% tip to your portion when we split the check?"</p>	<p>Examples:</p> <p>"I noticed we received an email that contained a threat, and you did not notify me. Report any potentially dangerous emails to me immediately."</p> <p>"You put your arm around me during the exercise. Don't touch me without asking."</p> <p>"I noticed you skipped two steps in the surgery prep checklist. Make sure you fulfill all steps in the checklist every time."</p>

Before giving feedback, it's helpful to plan what to say.

Based on the purpose of your feedback (determined on the other side of this worksheet) follow the steps below to prepare your feedback. Be succinct.

Observational Feedback	Agreement-Oriented Feedback	Directive Feedback
<p>Sentence 1: Are you open to some feedback?</p>	<p>Sentence 1: Are you open to some feedback?</p>	<p>Sentence 1: Are you open to some feedback?</p>
<p>Sentence 2: <i>Acknowledge the behavior that you noticed (described as a fact)</i></p> <p>I notice...</p>	<p>Sentence 2: <i>Acknowledge the behavior that you noticed (described as a fact)</i></p> <p>I notice...</p>	<p>Sentence 2: <i>Acknowledge the behavior that you noticed (described as a fact)</i></p> <p>I notice...</p>
<p>Sentence 3: I appreciate you being open to my feedback.</p>	<p>Sentence 3: <i>Make a request (may be a change in behavior, a new agreement, etc.) and consider one of the following sentence starters:</i></p> <p>Would you be willing to...</p> <p>My request is...</p>	<p>Sentence 3: <i>Make a directive by articulating the specific behavior change you want to see, and consider one of the following sentence starters:</i></p> <p>Stop...</p> <p>Do...</p> <p>Don't...</p>
<p>Sentence 4: I appreciate you being open to my feedback.</p>	<p>Sentence 4: I appreciate you being open to my feedback.</p>	<p>Sentence 4: I appreciate you being open to my feedback.</p>