

Tip Sheet

Giving Effective Feedback

TIPS

Be genuine. Be enthusiastic about what the person did. Get excited about a job well done. Show your emotions!

Acknowledge and be clear about the behavior. Let the person know exactly what it was that you think they did great. Not only will they feel good but it reinforces a behavior.

Be clear about the impact. Let the person know the result of their actions.

The sooner the better. Give feedback as quickly as possible after the action.

Tailor it to the individual. Some people like public recognition or to be able to share their success story. For others, this is embarrassing and uncomfortable. Know your employees.

Use a 4:1 rule. If you give lots of positive feedback, people will respond to constructive feedback and understand that you have an intent to help them. I don't know what the exact formula is but I once read 4:1 so let's go with that. Be aware of how much positive feedback (4) you give versus constructive feedback (1).

One at a Time. Focus on one example at a time. No one can soak in five messages at once, so find what message you want to deliver and stick with it.



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