
OBJECTIVE

To equip leaders with a concise yet comprehensive guide on utilizing feedback tools to deliver constructive feedback effectively. This guide aims to enhance communication skills, foster a culture of continuous improvement, and drive team performance by enabling leaders to provide feedback that is clear, actionable, and supportive.

This template is flexible and can be adjusted based on the unique dynamics between the manager and employee. Feedback should be given often to employees and peers to create a culture where everyone grows, learns, and talks openly.

To get better at giving feedback, we're using ideas from a book called "[Radical Candor](#)."

ASSESS THE SITUATION

Nature of the Issue: Is it related to skill gaps, behavior, performance, or development?

Urgency and Impact: How immediately does the issue need to be addressed, and what is its impact on the team and organization?

Employee's Awareness: Is the employee aware of the issue or the need for development?

DETERMINE THE OBJECTIVE

Clearly define the purpose of the feedback

- Address specific actions or behaviors that occurred in the past.
- Stop (Constructive) or continue (Praise) behaviors to meet current performance standards.
- Find examples to show exactly what you're talking about when it comes to what they did or how they performed.
- Prepare yourself to have a conversation that is candid. Being kind means caring about what's best for the person in the long term, not just what feels easiest right now.

CORE MODEL

Praise, like criticism, includes caring and challenging. To make sure your praise tells the other person what was good and shows them what to do more of, use the CORE model.

C - Context	Context - Cite the specific situation.
O - Observation	Observation - Describe what was said or done.
R - Results	Result - What is the most meaningful consequence to you and to them?
E - nExt stEps	nExt stEps - What are the expected next steps?

SAMPLE

Context: "In the past month, specifically during the peak hours of our operations..."

Observation: "I observed that there have been instances where during high peak call times that you have responded to calls in an abrupt and unprofessional manner."

Result: "This has had an impact on our service to our clients, with an increase in complaints from clients in their interaction with the dispatch team. It's important for us to address these concerns promptly to maintain our standard of service and demonstrate professional customer service."

Next: "I'm confident in your ability to handle high-pressure situations with skill, as you've shown in the past. Let's collaborate to discover strategies or tools that could enhance your emotional management. A refresher training session or exploring other effective solutions might be beneficial. I'm committed to supporting you in identifying the best approaches for both you and our team."

HOW TO GAUGE THE FEEDBACK YOU'RE GIVING AND GETTING

Gauge the other person's response by listening to what they say, observing their body language, look them in the eye and asking yourself, "How do they seem to be feeling?" If you're not sure, you can always ask how what you said landed.

One great way to show you care when confronted with negative emotions from another person is to acknowledge the emotion, for example:

- "I'm noticing some strong emotion, what's coming up for you?"
- "My goal was to be helpful, seems I've missed the mark." "How can I help?"
- "What can I do to help get our conversation back on track?"