

GIVING EFFECTIVE FEEDBACK



REITERATE THEIR IDENTITY

Show that you have taken time to consider their situation and you're not attacking their character



PROVIDE CONTEXT

Explain the time and place in which the behavior was observed, be specific



DESCRIBE THE BEHAVIOR

State what you saw without jumping to conclusions as to why the behavior occurred



EXPLAIN THE IMPACT

State how the behavior impacted you, the client, the company or them



PROVIDE SUGGESTIONS

Provide suggestions or ideas for how things could be handled differently in the future