GIVING AND PROVIDING FEEDBACK
“DEALING WITH DIFFICULT BEHAVIOR”
Youth Emphasis Wisline Revised January 2005

The Purpose of Feedback
Feedback should enable the receiver to walk away understanding exactly what he or she did and what impact it had on you.

Giving Feedback- The Process
• Capture the situation
• Describe the behavior
• Deliver the impact
• Ask was the impact what was intended

Do’s and Don’ts for Effective Meaningful Feedback

Do’s
• Be specific when recalling the situation.
• Be specific when describing the behavior
• Acknowledge the impact of the behavior for you.
• Judge the behavior
• Pay attention to body language.
• Use verbatim quotes.
• Give feedback in a timely manner.
• Give your feedback and then stop talking.
• Say “I felt” or “I was”
• Focus on a single message.
• Be sensitive to the emotional impact of your message.

Don’ts
• Assume
• Be vague
• Use accusations
• Judge the person
• Pass along vague feedback from others.
• Give advice unless asked.
• Psychoanalyze
• Use examples from your own experience
• Generalize with words like “always” or “never”.
• Label your feedback as positive or negative.

Adapted from Feedback That Works, Sloan Weitsel, 2002

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Employee Assistance