Meeting Preparation Guide: Giving Effective Feedback

**Purpose:** Use this tool to gather the information you will need to give your staff effective feedback.

**Directions:** Refer to the sentence starters that follow to answer the questions in this template.

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| **The specific context**This is the background (“when” and “where”) information about a specific situation. |
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| **The behavior**This includes actions you have observed. Write only the facts of a situation without implying the individual’s intent. |
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| **Impact of the behavior**How has the behavior affected you, others, the project, or work environment? |
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| **The preferred behavior**Outline the behavior you would like to see. |
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**Effective Feedback Sentence Starters**

**Context:**

* In the meeting…
* During the project…
* The specifications were…
* The understanding was…

**Behavior:**

* I observed…
* I noticed…
* I saw…

**Impact:**

* This caused…
* This influenced…
* This affected…

**Open-ended Questions:**

* What is your reaction to what I have said?
* Tell me about your understanding of the situation.
* How do you see the situation?
* What is your perspective?
* What happened?

**Next Steps:**

* What steps can you taken to improve?
* What do you think can be done to resolve this?
* How can I help you improve in this area?
* What changes are you willing to make?
* What can be done differently next time?
* How would you share this idea with others (positive behaviors)?
* What would you be willing to do to…?

**Wrap-up Statements:**

* Let’s get together next week to see how things are going.
* Let me know by \_\_ what progress you have made.