

CHALLENGE: PROVIDING FEEDBACK

The Role of the Supervisor

Feedback should contain these characteristics:

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| Specific | ✓ Be specific about what behavior you want the person to change. |
| Timely | ✓ Deliver the feedback as soon as possible for maximum effectiveness. |
| Expressed Directly | ✓ Deliver the feedback in a direct manner to the person whose behavior needs to change. |
| Behavior Focused | ✓ Focus on the behavior that should be changed, not the person, or their personality. |
| Actionable | ✓ The feedback has to be about something the person can change. Complaining that their left-handedness is causing a slowdown on the assembly line is not productive, because it is not realistic to expect the individual to be ambidextrous. |
| Helpful | ✓ Deliver the feedback in a manner that shows that you want to help the individual by being respectful, honest, open-minded, and empathic. |

Feedback delivery tools include:

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| Feedback Sandwich | ✓ Sandwich the negative between two positives. |
| Open-Faced Sandwich | ✓ Give the person some praise, give the feedback, then give constructive help. |
| Direct Praise or Criticism | ✓ Often used in informal feedback situations. Direct criticism, without any buffering should be |