



FEEDBACK THAT WORKS

A 60-minute Webinar

1. Constructive feedback is _____.
2. Make sure the feedback is _____.
3. Be _____.
4. Feedback should be _____.
5. Keep it as _____ as possible.
6. Allow _____ and give feedback to help them learn.
7. Give _____ suggestions.

Use the **SMART** formula to finetune your feedback:

Specific

Measurable

Action-oriented

Realistic or **R**eachable

Time bound

Ask questions to clarify the goal of the feedback – and get specific:

- What needs to change, improve, begin, stop?

- How will we know when we have succeeded?

- Why is this important?

8. Provide reasons for _____.
9. _____ in public; _____ in private.

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10. Don't make a point of _____; work toward a solution.
11. Keep in mind that feedback is meant to help someone _____.
12. Explain the _____ of taking the action you suggest.
13. Be sure you can _____ constructive feedback.
14. Keep in mind that effective feedback should not be _____.
15. Effective feedback involves *what* or *how* something is done, not _____.
16. Maintain their _____.
17. Your goal is to talk to them in a way that doesn't make them
_____.
18. Get _____ from the other person to make sure they understand.
19. Make constructive feedback a _____.
20. Constructive feedback is _____ not _____.
21. Be clear about _____.

Use SMART _____ to indicate your intent to hold them accountable:

- What will you do now – and when (get specific dates)?
- How will you overcome new obstacles?
- How will you know when you have succeeded?
- What resources will you need to implement your action steps?
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THINK OF A TIME WHEN YOUR RECEIVED EFFECTIVE FEEDBACK – WHAT MADE IT EFFECTIVE?

HOW WILL YOU USE CONSTRUCTIVE FEEDBACK (COACHING) MORE EFFECTIVELY?
