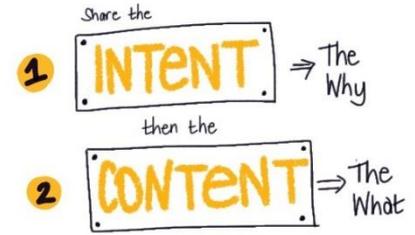


Feedback Planning Template

Check your intentions first

- Be clear about your **intent** for the feedback (the WHY)
 - To enhance growth...
 - To strengthen relationships...
 - To improve effectiveness...
- Share this intent (the why) then the content (the what)



Before you share feedback, check the following:

- My goal in providing this feedback is to either motivate the employee, or help them to improve and be their best.
- This feedback will help the employee and is something they can do something about.
- I have considered the appropriateness of the timing and the location for this discussion
- I have considered the possible response to this feedback and how I can try to influence a positive outcome

Preparation

Have I thought about these things?

The 'Issue' The 'Now'	The 'Goal' The 'Future'	The Set up	The 'Conversation'	Mindset
<ul style="list-style-type: none"> • What the issue is • Why it matters • What the consequences are • The evidence to support the feedback 	<ul style="list-style-type: none"> • An idea about the results do you want / what you want the person to do differently • Possible obstacles and how you might overcome them • Possible follow up steps 	<ul style="list-style-type: none"> • Where you'll say it - the venue, privacy, no interruptions etc • The timing - when is the best time? Have you allowed enough time? • How you'll communicate the need for the meeting 	<ul style="list-style-type: none"> • What you plan to say - the words • The questions you want to ask • How they might respond 	<ul style="list-style-type: none"> • Be aware of self talk • Remember your beliefs will dictate your behaviour • Do you need to adjust your thinking? • Visualise a positive outcome • Consider performance and potential

Notes: What do I particularly need to be mindful of?

Delivery – what you actually say and how you say it

Have I thought about these things?

Language and tone (the words)	Body language	The Response	How you gain agreement
<ul style="list-style-type: none"> • Be aware of gender, race and age • Be specific, not general • Be descriptive – not judgemental • Talk about the behaviour, not the person 	<ul style="list-style-type: none"> • Maintain eye contact • Be aware of posture • Show you are listening 	<ul style="list-style-type: none"> • Listen to more than just words • Verbalise your observations • Check for understanding and clarity • Adjust where necessary 	<ul style="list-style-type: none"> • Ask them for their ideas • Ask them to articulate the consequences / impact • Engage in collaborative discussions • Articulate the follow up process

See the **SOI template** on the following page to plan your words.

Notes: What do I particularly need to be mindful of?

Follow up and review

- How do I think I will support them and monitor progress
- Planning for future discussions
- What actions might I need to take on?

Initial framing: Why do you want to give this feedback?

Remember: share INTENT before CONTENT!

<p>S</p>	<p>The situation Anchor to a time and place</p>	
<p>O</p>	<p>Observation of behaviour What did you see or hear the employee do? (Remember not to verbalise assumptions about why you think this was happening or how you think they were feeling - only share specific facts)</p>	
<p>I</p>	<p>Impact Share what you felt or thought - the impact on you I'm concerned that... I was frustrated ... I was inspired to...</p>	
<p>A/E</p>	<p>Action / Exploration Share what you'd like to have happen in this conversation and ask an open question to seek their perspective Find out what support they might need? Agree a way forward</p>	

Remember, the way you may 'write' your words, may be different to how you 'say' your words. Practice saying them aloud and adjust accordingly.