

## Delivering Effective Feedback

### Prevention:

- Clearly establish expectations from the outset, ensuring they are transparent, consistent, and reiterated regularly.
- Foster open communication by providing both positive and constructive feedback frequently.
- Position feedback as an avenue for personal and professional growth, emphasizing the learning potential from mistakes.
- When delivering feedback, promote a conversational approach, avoiding lectures, and listen actively for potential insights.

### Preparation:

- Define your goals and the intended outcomes of the feedback session.
- Clearly articulate your message, specifying what needs to be addressed and how.
- Support your message with concrete examples or relevant information.
- Anticipate and plan for potential challenges, such as addressing difficult personalities or managing the impact of the message.

### Implementation:

- Choose an appropriate time for the conversation, ensuring it is uninterrupted and sufficient for a meaningful discussion.
- Consider the setting, and decide on the participants, including any necessary support.
- Determine the mode of communication, whether verbal, written, or a combination of both.
- During delivery, express the goals of the meeting, initiate with positive aspects, encourage self-reflection, use "I" language, and foster open dialogue while maintaining professionalism.

- Organize the message structure around facts (observations), feelings (impact on others), and future (required changes).

**Follow-up:**

- Document feedback as needed for personnel records and send a comprehensive summary of the meeting, outlining detailed next steps to prevent future misunderstandings.