
Giving Feedback Checklist

- Focus on the BEHAVIOR rather than the person
- Focus on ACTUAL EXPERIENCES rather than judgment
- Focus on SHARING INFORMATION rather than giving advice
- Focus on TIME AND PLACE specifics
- Focus on the AMOUNT OF INFORMATION the employee can receive
- Focus on ALTERNATIVES rather than single answers
- Focus the feedback on the VALUE TO THE RECEIVER rather than on the relief it provides for the sender
- Set up a TWO-WAY COMMUNICATION process
- GET COMMITMENT to a resolution

T.E.L.L. Model of Giving Feedback

- **TELL** them, specifically, about the exact behavior you want repeated or is problematic (and therefore, to be corrected). Be objective and beware of taking a position about your observations.
- **EXPLAIN** what results or implications are created by their actions either negative or positive. Do not blame or attack (use “I” statements)
- **LISTEN** to their ideas for correcting the problem. Solicit their “buy-in” and be prepared to negotiate to an agreeable solution.
- **LET** them know what positive or negative consequences will occur if the problem is corrected or not. Indicate payoffs, penalties, rewards, or punishments for accepting or rejecting the solutions for change. Avoid threatening or making commitments you cannot fulfill.