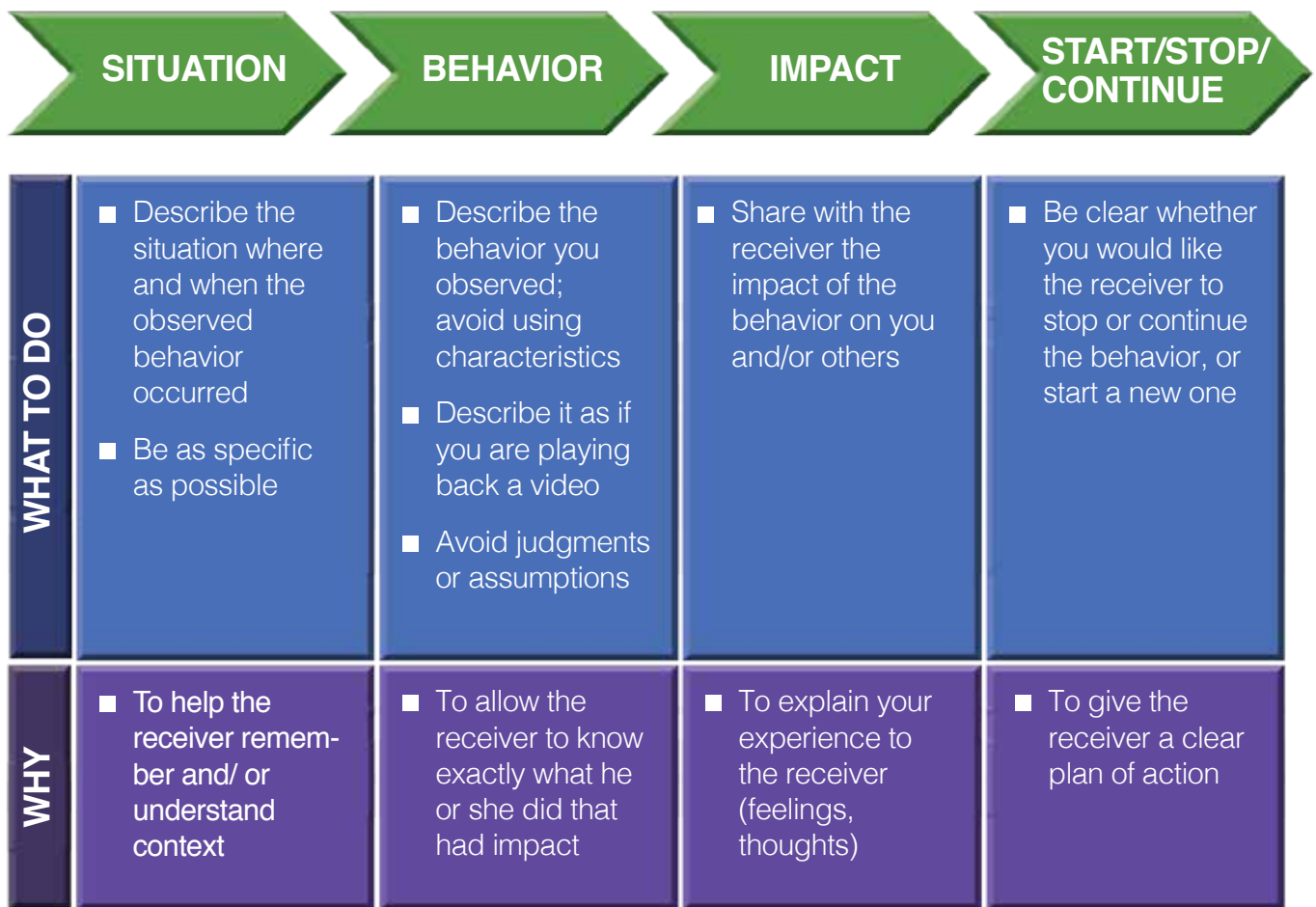




FEEDBACK MODEL



Adapted from Center for Creative Leadership (CCL)



PLANNING A FEEDBACK SESSION

- 1 Name the issue or behavior that needs to be corrected or reinforced.
- 2 What is the organizational and personal significance of this issue?
- 3 What is the purpose of the feedback?
- 4 Is it appreciation, coaching or evaluative?
- 5 What details (who, what, when) will you use to describe the behavior accurately?
- 6 What results do you want to produce?
- 7 What is the impact of the behavior?
- 8 What communication style will be most effective and why?
- 9 Describe possible barriers to giving this feedback. What can you do to overcome them?
- 10 What behavior on the other person's part would be more constructive and why?