Effective Feedback Worksheet

Team Member Name:	**Date:**

Effective Feedback is information about someone's behavior which can improve their future performance. Feedback should be given privately, and as quickly as possible (i.e., don't withhold feedback until the annual performance review). D

Use the **B.I.G.** model: describe the observed **Behavior**, explain its **Impact**, then **Get Agreement** on what occurred and next steps for improvement.

BEHAVIOR

Separate the person from their behavior; you always want to assume they are a good person, with a bad behavior (in the case of constructive feedback).

A behavior is something that is observable. For example, instead of telling someone they have a bad attitude, you would tell them that you saw them rolling their eyes, or heard them talk about someone behind their back.

The more specific you can be when describing the behavior, the better. When did it occur? Where did it occur? Who else was there?

NOTES

IMPACT

Explain the negative or positive impact of their behavior. How is has their behavior impacted other people? How has their performance fallen short of the requirements for the job?

NOTES

GET AGREEMENT

Get agreement on both their understanding of the situation, and on a future plan. For example, you might ask, "Did you realize how your behavior made others feel?" Or, "So you agree that you'll try to not interrupt the presenter in the next meeting?"

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