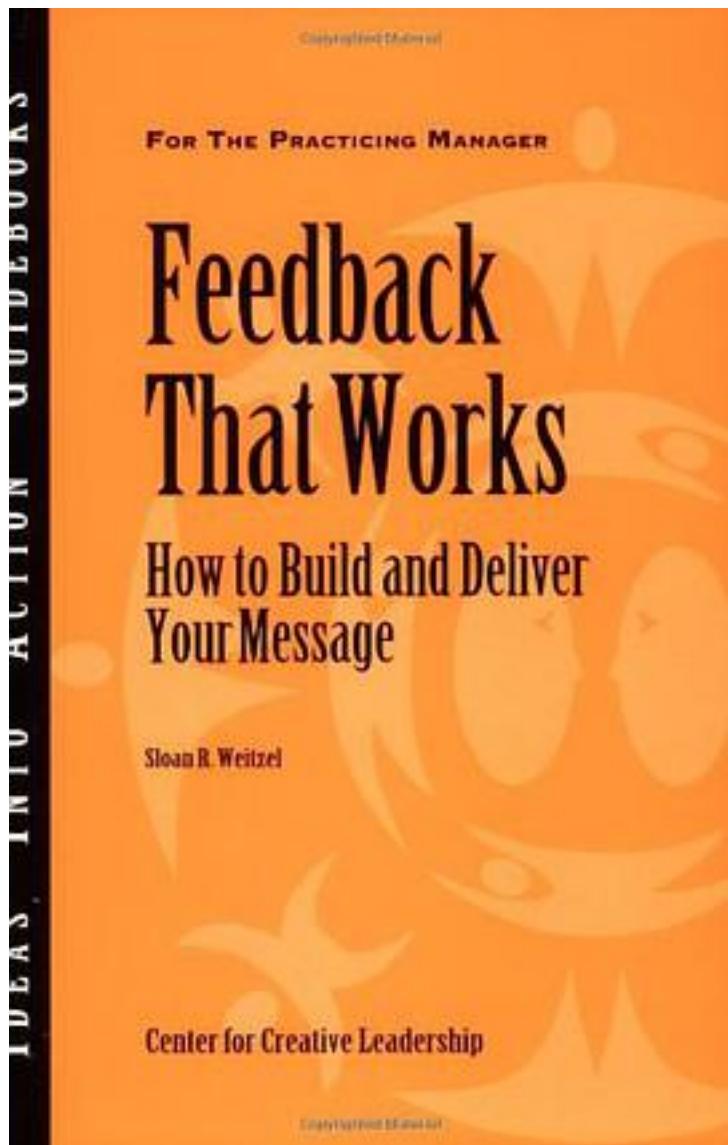


Feedback That Works



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Whatever level you occupy in an organization, from line manager to senior executive to team leader, the skill of giving meaningful and effective feedback is an important component to helping other people develop and to getting the job done. Creating and delivering a specific message based on observed performance is key to effective feedback. Your feedback should enable the receiver to walk away understanding exactly what he or she did and what impact it had on you. When the result is this specific and this direct, there is a better chance that the person getting the feedback will be motivated to begin, continue, or stop behaviors that affect performance. This guidebook explains how to deliver effective feedback by showing how to build your message, when to deliver it, and how to communicate it. By using the methods and examples in this guidebook, your feedback becomes a tool for development—for others and for yourself.

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