10 Techniques for Providing Effective Feedback

1. Have a plan. Give feedback preparatory thought and deliver it with clear examples. Have a solution in mind but be flexible to the needs and wants of the recipient.

2. Be Specific. Know what actually happened and then use clear, understandable examples.

3. Focus on Behaviors. Effective feedback doesn’t focus on personalities, attitudes, or labels. It focuses on specific behaviors that can be seen or measured.

4. Time and Place. Feedback should be given as soon after the event as possible, hopefully in a low-stress situation. Corrective feedback should never be given in public.


6. Relevant Feedback. When giving feedback, don’t lose “cool” or overreact. Be objective and stay calm.

7. Effective Techniques. Get to the point, use eye contact, and focus on one major issue.

8. Effective Style. Create a personal approach for delivering feedback. This takes time and does not include giving advice—unless person asks for it.

9. Describe Feelings. Let person know how you feel even if it’s uncomfortable for you. Your feelings are important and can have a powerful impact when coupled with a feedback message.

10. Listening Skills. Encourage person to express opinions and really hear what is said. Ask open-ended questions that cause person to express important opinions.