

Feedback Worksheet

We know feedback is valuable and necessary to grow and develop. However, giving and receiving feedback can be a stressful and awkward experience. But it doesn't have to be. Use this worksheet to help you provide feedback using the "four-point formula" that has been shown by research to be the most effective.

Ask to give feedback:

Let the person know the feedback is coming by simply asking if you can provide it. Be clear about the situation that you want to talk about. Example: *"Would you mind if I talked to you about how you interacted with that last patient?"*

Record your opening question including the specifics of the situation you want to talk about:

Describe the observable behavior:

Provide data points on what you saw the person do or heard them saying. You should share the *observable* behaviors vs. labeling them. For example, instead of saying *"You were rude to that last patient,"* be more specific about what you saw that made you think they were rude: *"When you were talking to that last patient, you ignored their question and talked over them."*

Describe the observable behavior you want to provide feedback on:

Explain the impact:

What is the reason you are giving the feedback? Explain what the impact of the behaviors you observed was. For example: *"Our patients will feel we do not listen to their needs."*

Explain the impact of the person's behavior:

End with a question:

Allow the person to share their input so the feedback is collaborative instead of commanding. End your feedback with a simple question such as, *“How do you feel about that?”* or, *“What do you think?”*

Other important feedback practices:

In addition to following the “four-point formula,” you must also ensure the following when giving feedback, in order for it to be effective, balanced, and fair:

1. Always give feedback in private (via phone call or a private room, or workspace)
2. Give feedback in a timely manner (as soon as possible)
3. Your intent is to be helpful – not hurtful (be in the right mindset)

Get better at giving feedback:

The most effective way to get better at giving feedback is to request it for yourself as often as possible. Being open to feedback also demonstrates the behavior you expect from others, which is especially important if you're a leader.

Follow a similar framework when asking for feedback. For example, if you wanted feedback on a recent project completed with a colleague, it may go something like this:

“Would you be willing to share your thoughts on the project we worked on?” (Opening question)

“Was there anything I did or could do better?” (Data points)

“What impact do you think that had on the project?” (Impact)

“What would you have done differently?” (Ending question)