

BEST FEEDBACK MODEL

B

Behavioral

The feedback focuses on the actions someone took instead of praising an outcome. Focusing on specific behaviors improves future performance by giving someone a road map for what to do more of next time.

E

Explicit

The feedback is explicit about the impact the person's behavior had on you and others. We often underestimate the power of telling people why what they did mattered to us.

S

Strengths-Based

The feedback references a strength that the person showed. When we recognize others' strengths, it makes them feel seen and appreciated for who they are and lets them know their contributions matter.

T

Timely

The feedback is delivered as soon as possible after the behavior occurred. Don't wait until an annual review to tell someone what they are doing well. It's much more effective to share feedback about what someone did this week than provide feedback on something they did last month.

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Putting it all together

“Marcus, may I give you some feedback? I watched how **you included everyone in the discussion during the team meeting today**. You displayed a great level or **fairness** by **pulling in the more junior members**. And you did so with **humility** because I know you could have spoken eloquently for hours on the topic but **prioritized everyone’s views instead**. I want to let you know how much **I appreciated seeing your strengths in action**. I am running a meeting in a few hours, and **I’ll attempt to run it in a similar way**.”

BEST FEEDBACK MODEL

B

Behavioral

What was the specific behavior that led to a good outcome?

E

Explicit

What was the specific situation? What was the result?

S

Strengths-Based

What was the strength or value that you'd like to see more of?

T

Timely

Are you giving the feedback as soon as possible after the event?