



Giving feedback



Feedback models

IDEA

- **Identify** – A specific behaviour you want changed
 - *I have noticed that you have missed deadlines on the last 3 project milestones*
- **Describe** – How the behaviour affected the outcome of a situation
 - *Your behaviour has impacted the team because they have been waiting for your work to get their parts of the project completed*
- **Encourage** – The change and your support
 - *We can't miss milestones, the project is critical. I want to help you with this. What is slowing you down? What needs to happen to meet the milestones?*
- **Action** – Ensure everyone is clear on their next steps
 - *Lets have a 15 minute weekly meeting to check progress and you can flag issues so you don't miss deadlines in the future*

Feedback models

EEC

- **Example:** Give a specific example of the behaviour observed
 - *The way you presented your business case in the meeting was really effective*
- **Effect:** Describe what effect it had – positive or negative
 - *You ensured everyone participated and gave you their buy-in in a collaborative way*
- **Change:** Discuss and agree what they should do in the future or congratulate them if positive feedback
 - *Well done, a great example of excellent stakeholder management*

Giving Feedback

- Set your intention (and make it a positive one!)
- Ask them if they would like to receive feedback
- Be unemotional
- Choose your time and place well, with consideration for the other person
- Listen intently
- Allow them to ask questions to clarify
- Share specific examples
- Be approachable and resist the urge to be defensive
- Thank them for being open to your feedback