

# How to Deliver Feedback

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## Steps to a Successful Conversation

- Be prepared
  - Think through the purpose of the conversation
  - Identify desired message, behaviors, actions
  - Be intentionally positive
- Extend an Invitation
  - Be genuine
  - Be authentic
- Remain Open
  - Be ready to listen
  - Be empathetic
- Take Responsibility
  - Own mistakes
  - Accept both positive and negative feedback
- Share your goal
  - What is the purpose of the conversation?
  - What is the goal?
  - What is the desired outcome?
- Share your experience
  - How did you arrive at the goal?
  - How does the goal benefit the individual, department, team, etc.?
- Invite feedback
  - Use phrases like:
    - Tell me more about...
    - What else is on your mind?
    - What I hear you saying is...
- Co-create a solution
  - Talk through goals
  - Come to a mutual agreement/way forward
- Document the conversation