Ten ideas for Giving Employees Feedback

The purpose of this document is to give you a starting point on how to guide your conversations. Keep in mind that conversations are fluid and can jump around. That’s OK! But try to touch on each area below.

1. Get to the point.

The purpose of this meeting is \_\_\_\_\_\_\_\_\_\_\_\_\_.  
I asked you here to discuss \_\_\_\_\_\_\_\_\_\_\_\_\_.  
I wanted to spend some time discussing how you \_\_\_\_\_\_\_\_\_\_\_\_\_.

2. State why you are having this conversation.

I have a concern about \_\_\_\_\_\_\_\_\_\_\_\_\_.  
A problem has occurred in \_\_\_\_\_\_\_\_\_\_\_\_\_.

3. Describe what you know.

I saw \_\_\_\_\_\_\_\_\_\_\_\_\_.  
When I was notified, I looked into the issue by \_\_\_\_\_\_\_\_\_\_\_\_\_.

4. Describe the consequences of the continued behavior.

If this continues, then \_\_\_\_\_\_\_\_\_\_\_\_\_.  
In looking at this situation as a customer would, it appears \_\_\_\_\_\_\_\_\_\_\_\_\_.

5. Describe how you *feel* about what you know.

I am very concerned about \_\_\_\_\_\_\_\_\_\_\_\_\_.  
I do not think it is right that \_\_\_\_\_\_\_\_\_\_\_\_\_.

6. Encourage the other party to give their side of the story.

Now, that's what I know but what is your view \_\_\_\_\_\_\_\_\_\_\_\_\_.  
Is that the way you saw it \_\_\_\_\_\_\_\_\_\_\_\_\_?  
OK, now what is your reaction?

7. Ask as many questions as you need to understand the situation from the other person's perspective.

Well, how do you know that \_\_\_\_\_\_\_\_\_\_\_\_\_.  
And then what happened?  
If you did that, then why did \_\_\_\_\_\_\_\_\_\_\_\_\_?

------------------------------ Closing Items ------------------------------

8. Decide what specific actions must occur to remedy the situation, when these actions must be completed, and communicate that to the other party.

I believe you must \_\_\_\_\_\_\_\_\_\_\_\_\_.  
In the next meeting, you are expected to \_\_\_\_\_\_\_\_\_\_\_\_\_.

9. Summarize the conversation.

Let’s recap, you and I will \_\_\_\_\_\_\_\_\_\_\_\_\_.

10. Follow up.

I will contact you next \_\_\_\_\_\_\_\_\_\_\_\_\_.