Exercise

# Coaching with Feedback

Review the list of behaviors: Which are appropriate when providing positive feedback, which are appropriate when providing negative feedback, which are not appropriate when providing feedback? Note: A behavior could be appropriate for both positive and negative feedback and should be indicated in both columns.

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| --- | --- | --- | --- |
| Behaviour | Positive Feedback | Negative Feedback | Not appropriate when providing Feedback |
| 1. Provide feedback in public |  |  |  |
| 1. Focus on the impact their behaviour has had on you |  |  |  |
| 1. Know why you are providing the feedback and tailor it accordingly |  |  |  |
| 1. Provide feedback in private |  |  |  |
| 1. Match the words with substance |  |  |  |
| 1. Keep the comments consistent in their level of praise or rebuke, do not vary them based upon circumstances |  |  |  |
| 1. Be prepared with facts or examples |  |  |  |
| 1. Provide recommendations for improvement |  |  |  |
| 1. Provide feedback as soon as practical |  |  |  |
| 1. Show empathy for the person receiving the feedback |  |  |  |