



Feedback

- I. Characteristics of Good Feedback
 - a. Listen first
 - b. Timely
 - c. Accurate and specific
 - d. Actionable
 - e. Achievable
 - f. Constructive
 - g. Help the person come to their own conclusions
- II. Feedback Checklist
 - a. Before
 - i. What is your purpose?
 - ii. What do you want to reinforce or correct?
 - iii. What suggestions might be helpful?
 - iv. What emotions might come up when you bring up the issue?
 - v. How do you plan to deal with the emotions?
 - b. After
 - i. Did the feedback accomplish its purposes?
 - ii. What specifically did you do?
 - iii. What specifically were his or her reactions?
 - iv. How well did you focus on the situation, issue, or behavior and not the person?
 - v. How well did you lead by example?
- III. Types of Feedback
 - a. Feedback to participants and their families
 - b. Feedback to those you supervise
 - c. Feedback to supervisors
 - d. Receiving feedback