

## » Say What You Need To Say

Do you view giving feedback as a necessary evil or a gift to be given non-judgmentally? A critical component of personal development is to understand the “real” self, how you are seen by others versus what your intentions are. Feedback is important for your and your employees’ development, so why is it such a tough skill to master?

Certainly there is a component of wanting to please others, to be nice, to not ruffle feathers, which makes feedback hard for us to deliver. Whether the feedback is positive or constructive (i.e., negative in nature), given or received, its tricky business. Here are two fundamentals to making feedback a core competency: eliminate judgment from the feedback and use a feedback tool to help you structure giving feedback.

The very nature of adding judgment to observations causes the problem. Someone’s behavior just is. Whether they’re exceeding targets or not doing what they should, just drop the judgment. What is your intent in providing the feedback? Check to make sure it is to be helpful, that you’re giving the feedback to help the person grow or to avoid unintended consequences.

A tool to structure your feedback can help you keep out of the judgment business and plan for a successful conversation. Here’s a feedback [template](#) based on the Situation, Behavior, and Impact (SBI) feedback model developed by the Center for Creative Leadership.

I’ve had the gift of getting some very meaningful, specific and helpful feedback in my life and career. If you need some help with developing feedback skills, in yourself or your team, give me a call.

Sincerely,

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