

DELIVERING FEEDBACK

The thought of delivering feedback can feel intimidating, but it doesn't have to be! Feedback is a skill that can be developed over time, and it gets easier with practice. The more consistently a leader provides regular feedback, the more confident and effective they become. In turn, employees begin to expect, value, and even seek out that feedback. Without it, employees are left guessing about how to succeed. With thoughtful, clear, consistent, and empathetic feedback, they gain direction, feel supported, and stay motivated.

Two Types of Feedback



Constructive

Performance-Based

Helps identify areas where employees can improve and guides them toward better performance.



Positive

Praise & Recognition

Recognizes achievements and reinforces good behavior.

Guidelines on Giving Feedback

Be Prepared: Gather all relevant information before the conversation.

Be Timely: Give feedback as soon as possible while it's still relevant.

Be Specific: Clearly describe the behavior and give examples.

Be Objective: Focus on facts, policies, and procedures—remove emotion.

Make It a Dialogue: Invite their perspective, listen actively, and collaborate on solutions.

Follow Up: Set a check-in to review progress and provide support.

Document: Record a brief, objective summary in HR for Health.

FIRR Feedback Model

- **Facts:** Describe the observed behavior
- **Impact:** Explain the result or effect of that behavior
- **Reason:** Express confidence in their ability to improve
- **Request:** State a clear, specific, and measurable action