



Basic Framework for Giving Feedback

Recognizing good work

I noticed that _____ (behavior)
The effect of this is _____ (effect)
This helps us reach our goal of _____ by _____ (impact)
Please continue _____ (expectation)
What do you need from me to support you? _____ (support)

Addressing a performance concern

I noticed that _____ (behavior)
The effect of this is _____ (effect)
This prevents us from reaching our goal of _____ by _____ (impact)
The expectation is _____ (expectation)
This needs to change by _____ (timeline)
What do you need from me to make this happen? _____ (support)

Basic Framework for Coaching

When to use it

- ❖ Used for ongoing growth and development
- ❖ To prepare for something new
- ❖ To process and reflect on a situation / performance

Why to use it

- ❖ To give staff ownership and voice
- ❖ To work with your staff, not over them
- ❖ To achieve better results

How to use it

- ❖ Be curious and ask lots of questions (but not 'why' ones)
- ❖ Recognize there are lots of ways to get to lots of outcomes
- ❖ Respect your staff's self-efficacy