



Objective Feedback Scenarios

Read the following scenarios and practice what you would say. Use the feedback formula (*Action-Result-Expectation-Next Steps*) to guide your response, remembering not to sound too formulaic.

Remember when you give any type of feedback you want to connect it to the person's goals, values, and other areas they care about.

Scenario 1

Your staff comes in late a few times a month. In some cases, there does not seem to be a clear impact and in other cases, they miss out on meetings or fall behind in their work. You have a clear late policy that states all staff must be at their desks by 9:00am each morning. What do you say?

Scenario 2

Each of your team members is expected to turn in their weekly reports every Friday by noon. You have shared this expectation and all staff have it notated on their respective calendars. One staff turns their reports in late more often than not. You have already spoken to them on several different occasions about the importance of getting their reports in on time. What do you say?

Scenario 3

You have an organizational policy that staff are not to post anything about work on their personal social media. It is brought to your attention that one staff member consistently posts about work on their personal Facebook page, often naming the company. The page is public. Sometimes the posts are neutral or even positive and other times they are less than flattering. What do you say?

Scenario 4

To prevent any suspicious or even illegal activity, staff are not allowed to receive any gifts or services from clients. During a one-on-one session with one of your staff, they mention that they occasionally go out for lunch with one of your clients and that the client always treats. What do you say?

Scenario 5

New staff receive 12 vacation days, 10 sick days and 2 personal days. Personal and sick days do not need to be approved ahead of time, but vacation days do. One morning on your way to work, you receive an email from one of your staff stating that they will not be in for the next 3 days because they will be on vacation. This is the first you are hearing of it. What do you say?