

Giving feedback

Behaviours

Have specific examples of behaviours, not traits or emotions.

Actionable and future-focused

Outline specific places for improvement and highlight successful behaviours and techniques.

Relevant

Align the feedback with the goal.

Receiving feedback

Receive

Set expectations and boundaries.

Reflect

Ask clarifying questions and take notes.

Respond

Decide if you want to act on the feedback. You don't have to decide immediately.