

Four-part Feedback Formula Template

Use the template on page 2 to help you design constructive feedback for the example scenario below.

Example Scenario: Positive Workshop Outcome

As feedback giver, read the following scenario and then use the four-part feedback formula template to construct feedback. If you're doing this as part of the **'How to give great feedback' workshop**, discuss this with the others in your group once you've created your feedback.

Scenario

You've just attended a workshop where a joint team of client staff (two solution architects and their PM) plus yourself and your colleagues (a tester, two senior engineers and yourself) had to decide on the approach for continuous integration.

The workshop went much better than expected, really well in fact. The client's architects were normally extremely stubborn and unfriendly, and you were expecting them to side with their PM to stick with their normal choice of tool and approach. There had been real potential for a clash with one the senior engineers who had a very different view.

However Nancy, the tester, had been brilliant, by keeping things up beat and light-hearted, and had somehow kept things positive - that way everyone had been able to stick to a logical approach and the team had agreed to the new pipeline.

Nancy had started by asking about everyone's weekend and shared what she'd done. She'd then acknowledged that the current tools had some really great merits particularly for testing, but that she was really hopeful that a new approach could unlock some real improvements overall and also better support automation.

She'd then also kept the energy high by drawing stuff out on the board and engaging everyone. Overall it had been really impressive. Now back in the office you decide you should go and give Nancy some positive feedback to recognise what she'd done

Use the four-part feedback formula to give Nancy feedback

Four-part Feedback Formula template

<p>Step 1: The Micro-Yes A short but important question to let the person know the feedback is coming and to achieve buy-in</p> <p><i>E.g. "Do you have five minutes to talk about our last conversation?"</i></p>	
<p>Step 2: Give your data point Name specifically what you saw or heard and cut out any blur words</p> <p><i>E.g. "You said you'd get that email to me by 11 and I still don't have it yet"</i></p>	
<p>Step 3: Show the impact How did the data point above impact on you</p> <p><i>E.g. "Because I didn't get the message I was blocked on my work and couldn't move forward."</i></p>	
<p>Step 4: End on a question Create commitment to joint problem solving by asking a question to finish</p> <p><i>E.g. "Is there anything I can do that would help?"</i></p>	