

# WHEN GIVING BAD FEEDBACK



# Meeting Structure



- Don't do it through email or text - be able to see them and discuss
- Make your explanation short - too much at once is overwhelming
- Don't pile on multiple issues at once
- Allow time for follow-up conversation
- Be direct, use S.B.I model



## Two Conversations Can Follow

- They can agree and you can discuss how to resolve the issue
- If they get defensive, argue, or attack back
- Don't engage too much - avoid escalation
- Use the brief meeting time to leave the escalation and create space
- After they cool off, revisit