

9 steps
for giving
feedback

1.

Find the time.

2.

Be Specific.

3.

Presume positive intent.

4.

Be clear about the subject.

5.

Silence is golden.

6.

Throw them a lifebelt*.

7.

Offer a suggestion.

8.

Listen.

9.

Don't prolong the encounter.

10.

Activity.

Discuss.