Understanding Different Types of Feedback

Constructive, timely feedback lies at the heart of all effective learning. This is because if you don't know what your strengths are and what you are currently doing well, in addition to the areas in which you could do better, it is difficult to improve and develop.

Generally speaking, there are three types of feedback that benefit learning: reinforcing feedback, developmental feedback and corrective feedback:

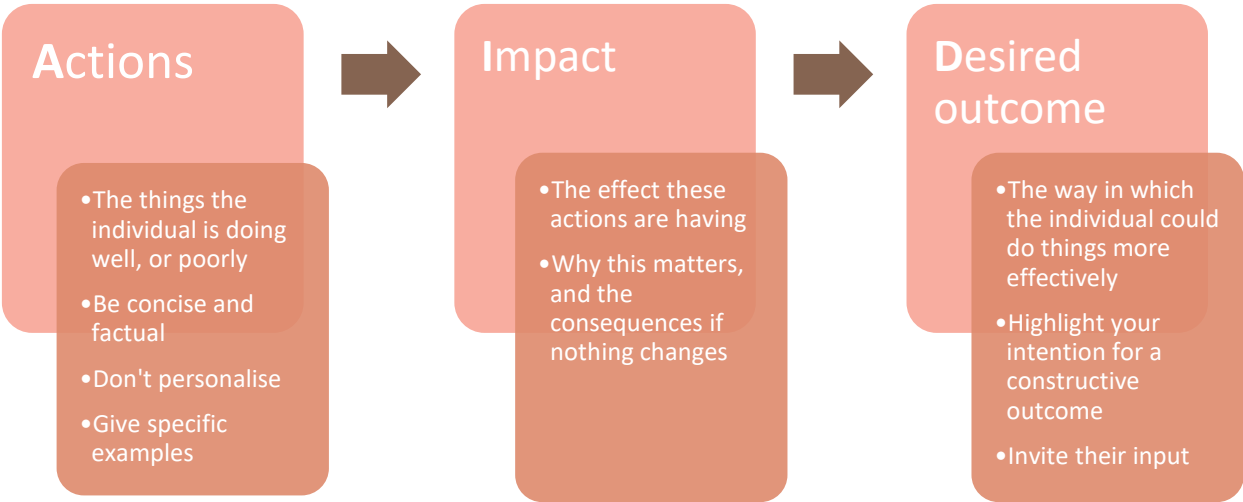|	Purpose	Key Characteristics	Learning Benefits
Reinforcing Feedback	To provide positive feedback in recognition of excellent performance and / or significant results, as well as to motivate the individual to take their contribution to the next level.	• Recognises and reinforces positive behaviours and good work • Acknowledges milestones and the process undertaken in addition to results	✓ Reinforces and leverages strengths in a way that stretches the individual
Developmental Feedback	To provide feedback about opportunities to improve results or to develop new skills.	• The conversation collaboratively explores solutions and specific actions to realise these opportunities	✓ Assists employees to identify their development needs and ways to meet these in order to learn and grow
Corrective Feedback	To provide feedback about deficient results and specific behaviours that must be taken to correct the performance issue.	• Key messages are communicated candidly i.e. prescriptive in terms of the required 'fix' and clear as to consequences if action is not taken	✓ Flags potential issues impacting performance or development early (no surprises), allowing manager and employee to work collaboratively to overcome them

Key Questions to Ask Yourself

• What was the most recent type of feedback that you gave? What was the result?

• What type of feedback do you tend to give the most?

• What feedback type do you give the least?

• Do you feel more comfortable providing one type of feedback over another?

Over the page is a simple model for giving feedback that can be used for reinforcing, development or corrective feedback.

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Providing Different Types of Feedback

A useful model for providing feedback is AID (**A**ctions, **I**mpact, **D**esired Outcome). This model will help you to construct feedback effectively, whether this is formal feedback (for example as part of DARE) or informal (on the spot feedback when you observe something positive or that needs adjusting).

Actions

- The things the individual is doing well, or poorly
- Be concise and factual
- Don't personalise
- Give specific examples

Impact

- The effect these actions are having
- Why this matters, and the consequences if nothing changes

Desired outcome

- The way in which the individual could do things more effectively
- Highlight your intention for a constructive outcome
- Invite their input

Feedback Conversation Planner Using AID		
Situation:		
Feedback Type:	❑ Reinforcing ❑ Developmental ❑ Corrective	
Actions	*Using specific examples, outline the things the person is doing well, at level or poorly*	
Impact	*Describe he positive / negative effect these actions are having and why this matters*	
Desired Outcome	*What action(s) would you like to see the person start, stop or continue? What would they like to see happen?*	