



Giving Feedback

Before feedback is given, we should first define what our objective is. As leaders, we must be intentional in all we do, especially when giving feedback. When defining the objective we hope to achieve, we can ensure we remain focused and provide quality feedback.

Feedback should be intended to help employees grow, to show them the things they are doing well, and to highlight the needed areas of improvement. Feedback should never be given to make someone feel bad, insignificant, or worthless. If a job or assignment was not completed or was done incorrectly, rather than focusing on the work and making assumptions, you should take the time to have an exploratory discussion. Understanding what the employee heard, what they understood the objectives of the assignment to be, and what challenges they faced while trying to complete the assignment will give you the opportunity to define your objective and prepare for the conversation.

Remember it is never easy to receive negative feedback. As a leader, focusing on making all feedback constructive should be your main objective. The second objective is to clearly state what was done well and what was done poorly. When giving constructive feedback, be direct and to the point. Do not sugar coat things nor use excessively strong language. Deliver facts, focus on the tangibles and not feelings. Allowing your feelings to lead will place you in a difficult situation, emotions can often cause you to assume things or to take things personally. Leaders are not responsible for the work their employees produce, we can guide, motivate, and ensure resources are available. But at the end of the day, employees are responsible for the work they produce.