Jhana

Planner: Give effective feedback

Answer these questions to prepare to give effective feedback — either reinforcing or redirecting.

Person or people who need this feedback:	
Document the details	
What is the issue I've noticed? *Example: Diane is too quiet in meetings.*	
What are the observable behaviors and facts around the issue? *Example: She hasn't spoken at all in the past two meetings and only once in the meeting before that.*	
What is the impact of this issue on results? *Example: Meetings are our only chance to raise issues with the production team. Without input, we could face a product launch delay.*	
Create a conversation roadmap	
When and where will I share this feedback?	
How I plan to open the conversation: *Examples:* • *"Diane, I'd like to share some feedback about today's meeting. Do you have a few minutes?"* • *"Diane, I noticed that ... The impact is ..."*	
How do I expect the person or people to react? And how will I respond?	
What are the main questions I want to ask? *Examples:* • *"Can you help me understand why this is happening?"* • *"What might you do differently in the future and how can I help?"*	
I will close the conversation by saying _____. *Examples:* • *"Thank you for your effort in this. It sounds like we agree that you'll do X and I'll do Y."* • *"I'll send an email recapping what we've both agreed to, and then let's follow up on <DATE>."*	