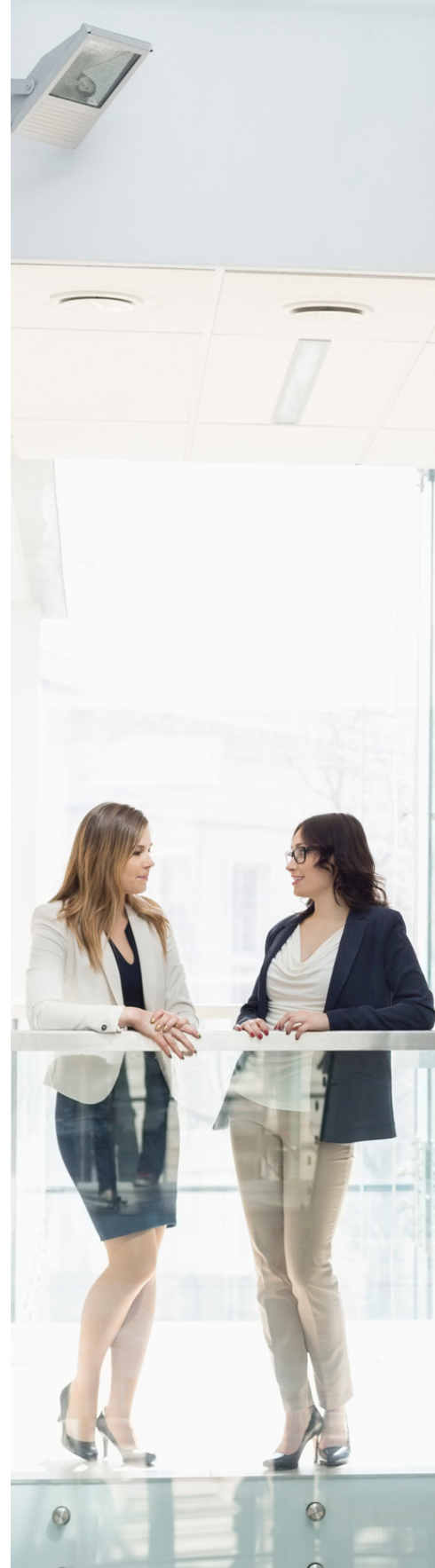




Constructive Feedback Checklist



CONTENTS

- 01** Introduction
- 02** Checklist
- 03** Training
- 04** About Danton

Introduction

Giving constructive feedback is an essential part of building high-performing teams. Your people want to know that they're doing a good job. They also want to know where they can improve.

While performance reviews shouldn't contain any surprises for your people, they can be a cause of worry and anxiety for some. Therefore, you need to take the right approach to giving feedback to get the best outcomes. You want your people to be open and receptive to feedback and any improvements they need to make.

Giving constructive feedback well should mean your employee leaves the meeting with a roadmap for their future.

Besides, in some situations it's better not to wait for a performance review and to deliver constructive feedback in the right way between reviews. Regardless of when or why you're giving feedback, this checklist will take you through all the essential steps you need to get the best results.

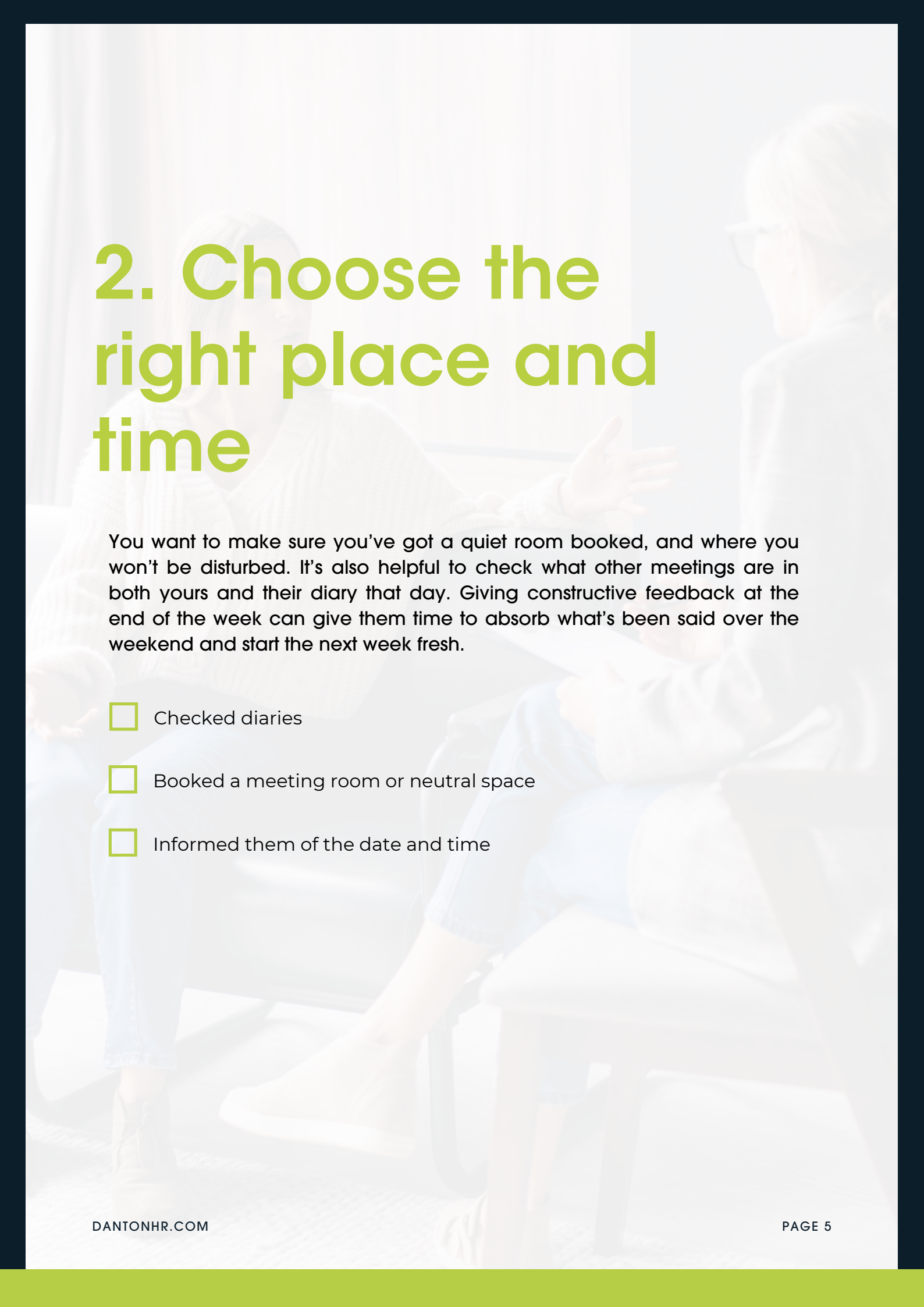


10 Steps to deliver constructive feedback

1. Preparation

The more preparation you put in before you deliver the feedback, the better the outcome you'll get. This means getting all the data and evidence together and laying it out in a clear and concise manner. You might want to make bullet points to keep you focused. It also helps to understand why you're giving feedback in the first place. Consider what you want your team member to stop, start and continue doing as a result of the meeting.

- ☐ A clear purpose for the feedback
- ☐ Gathered all the evidence



2. Choose the right place and time

You want to make sure you've got a quiet room booked, and where you won't be disturbed. It's also helpful to check what other meetings are in both yours and their diary that day. Giving constructive feedback at the end of the week can give them time to absorb what's been said over the weekend and start the next week fresh.

- ☐ Checked diaries
- ☐ Booked a meeting room or neutral space
- ☐ Informed them of the date and time

3. Planned your approach

There are several useful techniques to give clear constructive feedback. We teach the most effective techniques on our Managing Performance course. It's best to keep it simple. There is evidence that the "praise" or "compliment" sandwich is unhelpful to both managers and your people. If you're not sure, the "praise" sandwich is where you give your employee praise, deliver what they need to change and sandwich it with more praise.

- ☐ Planned how you will deliver the feedback

4. Be clear and specific

Your language is important when delivering constructive feedback. Avoid using words like "always" and "never". If you've done your preparation (see step 1) then you will have all the data in front of you. Stick to the facts and avoid discussing office politics, hearsay or personalities.

- ☐ Use precise language
- ☐ Focus on actions, not personality

5. Make sure there is balance

You're giving constructive feedback because there is opportunity for learning and development. How you frame the feedback is important. You need your team member to know they have areas of improvement but that they are also doing a good job in other areas.

Make sure you cover the positives as well as what needs changing.

- ☐ Highlight the positives
- ☐ Frame what needs to change as a development opportunity

6. Encourage conversation

You want the feedback to be a discussion. Your employee is probably aware of their strengths and weaknesses so may already have some ideas of how they can improve.

- ☐ Ask open questions
- ☐ Use active listening techniques
- ☐ Encourage conversation

7. Build the plan together

You'll have ideas of what learning and development you want to put in place but for the best outcomes, build the plan together.

- ☐ Create an action plan
- ☐ Set achievable goals
- ☐ Signpost to resources and support on offer

8. Support and encourage

Constructive feedback is a good thing and an essential part of personal development. Therefore, you need to give plenty of support and encouragement. After all, you're putting the right support in place for your team member to help them achieve their potential in their role.

- ☐ Reinforce their strengths
- ☐ Highlight the personal development plan

9. Book in a follow up meeting

Having a follow-up meeting gives a date to aim for to put the plan into action. This creates accountability and encourages change. Don't wait for the meeting to check in with your employee. Informal check-ins can help reduce any anxiety before the follow-up and build further confidence.

- ☐ Regular informal check ins
- ☐ Book in follow up meeting

10. Reflect on your feedback

You want to get better at giving constructive feedback each time so it's important you reflect on your own experience in this process. Take time to review how it went and what you could do better.

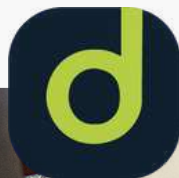
- ☐ Get feedback from your team
- ☐ Get feedback from your line manager
- ☐ Reflect on where you can make improvements

Training

Danton offers one-day training on managing performance. It helps increase staff retention and helps managers recruit the right people for the roles. In the session, we look at how to deliver constructive feedback which helps align employees' career goals with those of the business. This also includes coaching for performance and techniques to support development and performance reviews.

This one-day session is part of our Managing People Fundamentals programme.

For new managers, we recommend the full programme. If you have someone who you think has management potential then the one-day course gives the insights into what's expected of them as a manager and can help towards that next step in their career.



Are you eligible for funding?

Your business may be eligible for SkillsBoost funding which can save you up to 50% of the costs of training. As an official SkillsBoost provider, we can help you apply. The trainee will need to live within Worcestershire to be eligible.

[Book a call with Duncan](#) to find out the best options for your needs.



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About Us

Danton offers management and leadership training as part of their specialist outsourced HR services. Danton was founded by Nicola Roke and has grown to include a growing team of HR consultants and experienced trainers.

We're incredibly driven about delivering for our clients because we're genuinely passionate about seeing businesses succeed through exceptional leadership and effective people management that both motivates and engages teams.

Testimonials

Thank you Duncan, Nat and the team at Danton HR for delivering such an inspiring course. Lots of practical content to be taken away and implemented. Thoroughly enjoyable and highly recommend

- Ormerod Rutter

Putting our managers through the MPF ensures that they have the leadership knowledge and skills they need to flourish. The practical elements of the training allows them to deal with the real world situations that they will face from day one in their new roles. They are much more proactive and require less support.

- USN

The change in Abi over the six months of the programme was really impressive. We now completely trust Abi to run the business with little or no input from us; she handles anything that comes her way brilliantly using the knowledge and practical skills that she learnt on the programme.

- Squiggles