

# 7-STEP FEEDBACK MODEL

PROVIDING STRUCTURE TO CHAOS

## 7-STEPS TO BETTER FEEDBACK

We've all read that feedback (both giving and receiving), is critical to the development of high performing individuals. How many times though, have you been given feedback that's missed the mark entirely – leaving you confused as to what you might need to improve on?

“*We all need people that will give us feedback. That's how we improve.*” - Bill Gates

### WORKSHOP LINKS

WHOLE BRAIN MODEL >

PSTA >

GROW MODEL >

BI/SBI >

Try this 7-Step model below  
for providing feedback instead.

1

Ask if you can discuss a **specific** event (a meeting they chaired, a report they wrote, anything at all but it has to be specific)

2

Ask their **view** of the event (asking how they felt can elicit an emotional response, and asking what they thought can elicit only factual responses)

3

Ask them what they would **change**

4

Ask if you can share your **view** with them

5

Share your view (must be **factual**, "I saw that", "I heard this", etc.)

6

Ask them their **view** on what you just said

7

Always say **Thank You** at the end



0404 836 078



michael.burden@churchill.live



www.churchill.live



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## LET THEM EAT CAKE

When giving constructive feedback, forget the old approach of the “Sh!t sandwich”, where negative feedback is sandwiched between positive feedback. Your staff can see straight through it, and more often than not, you come off seeming disingenuous.

A more effective way to give constructive or negative feedback is to simply give regular positive feedback. OFTEN. Of course only when warranted, but if whenever you did good work your manager praised you (and explained the ‘why’) would you be more or less receptive the times they gave you constructive feedback?

“**Nothing is more effective than sincere, accurate praise, and nothing is more lame than a cookie-cutter compliment.**”

- Legendary NFL Coach, Bill Walsh

By regularly recognising high standards, you can make comparisons (actual or implied) that the poor performance is sub-par to THEIR ability, not your expectations.

**Forget the “Sh!t sandwich”,  
and hand out regular slices of  
“Praise cake”.**

## TIPS & TRICKS

If you can't give immediate feedback after the specific event (meeting, report, etc.), speak to the person and book in a time, noting you'd like to discuss some observations and provide some feedback. Keep it to within 2 days if possible - longer than that and it becomes harder to recall the details.

