



Five Characteristics of Good Feedback in the Workplace

1. Be deliberate in your intentions

Feedback should be provided to help the recipient improve. “Telling people they are missing the mark is not the same thing as helping them hit the mark.”

2. Employ a framework

Feedback that is systematically gathered and delivered encourages both the receiver and the giver to take it seriously.

3. Use validated behavioral statements

360-degree assessments are excellent tools for providing context and measuring the receiver based on business competencies.

4. Know the recipient

Givers must be close to the situation and work with recipients on the regular.

5. Know the subject matter

Recipients will only trust givers if they believe they know what they are talking about.