



## Improve Your Giving and Receiving Feedback Skills Additional Resources

November 18, 2020

### APPRECIATIVE FEEDBACK PREPARATION

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#### **What did you actually observe?**

- *Tip: keep asking yourself this question until you feel confident that you can describe the events or behaviors without adding any value or meaning...just the facts as though recorded by video camera!!*

#### **When did you see that happen?**

#### **What were the impacts of what you saw, and what did it mean to you or other people?**

- *Tip: be prepared to back up your interpretation...especially when describing the impact on other people (How do you know what it meant to the team? Did you hear/see someone respond?)*

#### **What will you include in your personal statement of gratitude or appreciation?**

- *Tip: the "why" can be tricky since it's filled with subjective meaning but this is a place where you can reinforce the culture you're trying to build...why are you grateful?*

#### **If you will offer coaching and/or develop an action plan after the feedback (to boost strengths, actions, or behaviors), what questions will you ask the person being coached?**

- *Tip: if appropriate, document both the gratitude and any plans for the future...you may want this for the annual performance review process.*

This worksheet comes from Leadership for Change Consulting. Parts of it have been adapted from *Coaching Skills for Nonprofit Managers and Leaders: Developing People to Achieve Your Mission* by Judith Wilson and Michelle Gislason.



## Improve Your Giving and Receiving Feedback Skills Additional Resources

### DEVELOPMENTAL FEEDBACK PREPARATION

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#### What did you actually observe?

- *Tip: keep asking yourself this question until you feel confident that you can describe the events or behaviors without adding any value or meaning...just the facts as though recorded by video camera!!*

#### When did you see that happen?

#### What was the meaning to you or others? What are the likely consequences of this behavior?

- *Tip: be prepared to back up your interpretation...especially when describing the impact on other people (How do you know what it meant to the team? Did you hear/see someone respond?)*

#### What is required in the future? What is your request?

- *Tip: be specific! Behavior can only change if the person knows exactly what they need to focus on.*

#### How will you both know if progress/growth is being made?

- *Tip: if appropriate, document the future plan of action (and, if necessary, the event that necessitated this coaching conversation)...you may want this for the annual performance review process.*

#### Which coaching questions will be useful to ask?

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