

A Feedback Formula



Consider the wording of your feedback carefully. Framing your comments using principles from the feedback formula will help you to be specific, objective and instructive. **Suggestion:** Consider laminating a copy and keeping it handy.

Underlying principle	Examples	Own workplace examples
Address the work, not the person	<ul style="list-style-type: none"> Your preparation/initial interview/activity selection/report... The information you provided/resource you developed... 	
Include terms such as evidence, observed	<ul style="list-style-type: none"> During the session I observed that you chose appropriate seating, and adjusted it to fit well... The details in your report provided evidence that you noted... 	
Begin positively	<ul style="list-style-type: none"> I noted that you greeted the family warmly and made appropriate introductions... 	
Use an encouraging expression or refer to a desirable outcome or use passive voice	<ul style="list-style-type: none"> These skills could be further strengthened by... Joint collaboration could be further encouraged by... <i>It</i> is generally considered most effective... 	
Offer explicit suggestions for improvement	<ul style="list-style-type: none"> During the interview spend time reflecting on the information and concerns the family have presented. 	
Refer to consequences	<ul style="list-style-type: none"> ... to build a partnership where the family feel they have been listened to, and their priorities understood. 	