

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