



4 Steps for Giving Motivating Feedback

When you want to help someone learn and grow, the way you give feedback can make a big difference. Here are four steps you can use.

1

WHY?

- **Goal:** Focus on feedback that will help the person make progress toward what they want to accomplish, learn, or improve.
- **Confidence:** Be clear that you're giving feedback because you believe they can do it.
- **Care:** Show that you are interested in the person. You care about their learning, growth, and success.

2

WHAT?

- **When and Where:** Give feedback that's timely (but not before they are ready). Give it privately to avoid embarrassment.
- **Specific:** Describe specific actions or behaviors you noticed that can be changed and practiced. Give concrete examples.
- **Strengths and Gaps:** What were they doing that helped? What was getting in the way? (Knowing both increases learning.)

3

SO WHAT?

- **Listen, Then Share:** Listen first for their ideas for steps to improve based on what you saw. Offer additional ideas, if needed.
- **Connect to Goals:** Talk together about the connections to the goals that motivate ongoing practice and improvement.
- **Build Confidence:** Reinforce the person's self-feedback and ideas for growth. (It builds internal motivation and commitment.)

4

NOW WHAT?

- **Reaction:** Pay attention to reactions. Does the feedback ring true? Do they understand? Is it overwhelming?
- **Doable:** Don't overwhelm. Identify one or two changes that can make a difference now, and focus on those.
- **Repeat:** As they try new things, keep giving feedback that helps them grow. Celebrate progress along the way.

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