

TOOL

The Feedback Framework

Curated by Simon De Los Rios

WHO IS THIS FOR

This tool is for leaders who avoid giving direct feedback because of the discomfort of saying it out loud.

PAIN

Softening feedback until it does not land, or avoiding the conversation altogether and letting the problem repeat.

SOLVES

Gives you a simple structure that makes direct feedback feel like a normal part of working together, instead of a confrontation.

TOPIC

BUSINESS & ENTREPRENEURSHIP

READ TIME
2 minutes

TIME REQUIRED
15 min to prepare

WHAT YOU NEED
notebook, pen

Step 1: Separate the behavior from the person

Write down exactly what happened, using specific, observable facts. Not "he does not care," but "he missed the deadline twice this month without flagging it in advance."

– Am I describing behavior, or am I describing a character judgment?

Step 2: Name the impact

Write one sentence on what the behavior actually costs, the team, the client, the deadline, or you.

– Would this person understand why it matters if I said this sentence out loud?

Step 3: Decide what you actually want

Before the conversation, write down what a better version of this looks like going forward.

– Am I clear enough on this to explain it in one sentence?

Step 4: Say it early and plainly

Have the conversation within a few days of noticing the issue, not weeks later. Lead with the behavior, the impact, and what you want to see next, in that order.

– What is the version of this feedback I would want to receive, if the situation were reversed?

Example. Jane kept noticing that one of her strongest team members was consistently late to client calls, but she kept excusing it because the work itself was excellent. After three months, the pattern had not changed, and the client had started to notice too. She wrote down the specific behavior, being late to four of the last six calls, the impact, it made the team look unprepared to a client that mattered, and what she wanted, calls started on time or a heads up if that was not possible. The conversation took eight minutes. Her team member had no idea it had become a pattern, and it stopped the following week.

BEFORE YOU CLOSE THIS

The discomfort of saying it is smaller and shorter than the cost of staying quiet about it for another month.

CONTINUE WITH

Solution Ownership, once your team is used to hearing direct feedback, this tool helps you teach them to bring solutions instead of just problems.

Curated by: Simon De Los Rios

Source: SDLR (original)

WWW.SIMONDELOSRIOS.COM