

Feedback Conversation Framework

Effective feedback strengthens performance, builds trust, and supports professional growth. This framework provides a simple, structured approach to giving and receiving feedback constructively. Use it in one-to-one meetings, performance reviews, or informal discussions.

1. Prepare Before the Conversation

- ☐ Identify the specific behaviour or situation you want to discuss.
- ☐ Gather clear examples rather than general impressions.
- ☐ Separate facts from assumptions or emotions.
- ☐ Choose an appropriate time and private setting.
- ☐ Be clear about your intent: to help, not to criticise.

Tip: Preparation ensures the conversation is fair, factual, and focused on improvement, not blame.

2. Start with a Positive Intention

- ☐ Open with appreciation or acknowledgement where possible.
- ☐ Explain why you are giving feedback and how it supports growth.
- ☐ Keep your tone calm and professional.
- ☐ Focus on behaviour, not personality.
- ☐ Avoid words that sound judgemental or emotional.

Tip: A positive, respectful opening lowers defensiveness and encourages listening.

3. Describe the Situation Clearly

- ☐ State what you observed using specific examples.
- ☐ Use neutral, factual language.
- ☐ Describe the impact of the behaviour on others, results, or the team.
- ☐ Pause to allow the other person to respond.
- ☐ Stay objective and avoid exaggeration or assumptions.

Example:

“During yesterday’s client call, I noticed the presentation started ten minutes late. That affected how much time we had to discuss key points.”

Tip: Focus on what happened and its effect, not why you think it happened.

4. Listen and Acknowledge

- ☐ Allow the other person to share their perspective fully.
- ☐ Listen without interrupting or reacting defensively.
- ☐ Acknowledge valid points they raise.
- ☐ Ask clarifying questions if needed.
- ☐ Keep the conversation balanced and two-way.

Tip: Feedback is most effective when it feels like a dialogue, not a lecture.

5. Explore Solutions Together

- ☐ Ask open questions to encourage ownership of improvement.
- ☐ Discuss what support or resources may help.
- ☐ Agree on specific actions and realistic timelines.
- ☐ Reaffirm confidence in the person's ability to improve.
- ☐ Summarise agreed steps to confirm understanding.

Example:

“What could we do differently next time to ensure we start on schedule?”

Tip: Shared problem-solving turns feedback into collaboration.

6. Reinforce Commitment and Follow-Up

- ☐ End positively by expressing support.
- ☐ Revisit progress in your next scheduled conversation.
- ☐ Recognise improvements when they occur.
- ☐ Provide additional feedback early if issues persist.
- ☐ Keep records if the conversation links to formal performance reviews.

Tip: Consistent follow-up demonstrates genuine commitment to development rather than one-off correction.

7. Receiving Feedback Effectively

- ☐ Listen fully before responding.
- ☐ Ask for examples if something is unclear.
- ☐ Avoid immediate defensiveness or justification.
- ☐ Reflect on what you can learn or improve.
- ☐ Thank the person for their honesty and time.

Tip: Receiving feedback with openness builds credibility and trust. It signals maturity and willingness to grow.

8. Do's and Don'ts of Feedback

Do:

- ☒ Give feedback regularly, not just when problems arise.
- ☒ Focus on observable behaviour, not assumptions.
- ☒ Balance constructive feedback with genuine praise.
- ☒ Ensure privacy and respect at all times.

Don't:

- ☒ Use feedback as punishment or surprise criticism.
 - ☒ Generalise with words like “always” or “never.”
 - ☒ Avoid difficult conversations out of discomfort.
 - ☒ Delay feedback until formal reviews.
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How to Use This Framework

Use this framework to guide feedback conversations across all levels of the organisation. When feedback becomes regular, specific, and respectful, it drives improvement, trust, and stronger relationships.

Notes