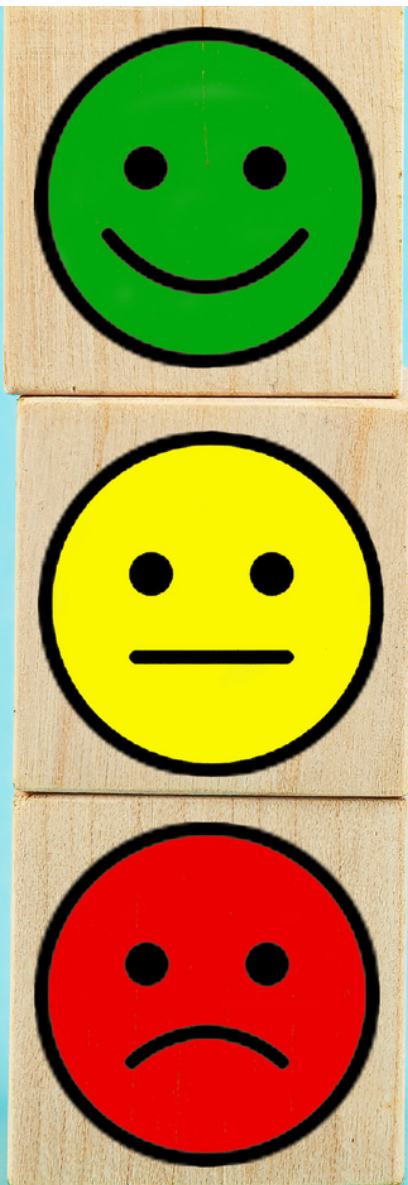


# 7 Tips for giving Effective Corrective Feedback

The goal of providing corrective feedback is to help the person improve their performance. The feedback should be given in a constructive way so that it can be used as a tool for growth. When we provide corrective feedback, we are giving the individual a chance to change their behavior for the better and not let their mistakes linger.

Feedback can come in a variety of forms such as verbal or written. It is important to provide feedback at certain points in time and provide enough information to allow the individual to take steps towards improvement. When we provide corrective feedback to employees, we are raising their awareness about certain shortcomings in their performance and providing them with the knowledge and skills to help enhance their overall performance.



AVOID GIVING  
UNSOLICITED  
ADVICE

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BE SPECIFIC NOT  
VAGUE

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DEMONSTRATE  
EMPATHY

---

KEEP IT PRIVATE

---

ENSURE THE  
CONVERSATION IS A  
DISCUSSION

---

MORE OBJECTIVE,  
LESS SUBJECTIVE

---

DO NOT ASSUME

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# 7 Tips for giving Effective Corrective Feedback

## 1. Avoid giving unsolicited advice

Many people don't believe that feedback is constructive. A third of all responders have received unsolicited feedback, which can feel very negative and overwhelming.

If your direct report doesn't ask for feedback directly, make sure you take the first step and ask them if, when and how they would prefer to receive it.

By doing this, the employee will feel like they have a choice and will feel like they are in power of the discussion; this will make them more receptive to the feedback. The more empowered staff are, the more they will be comfortable to ask for feedback and this will help contribute to a better workplace experience.



## 2. Be specific not vague

Be specific and provide feedback which consists of a solution to help better the performance of the employee. Making general statement like "you need to improve" or "the lesson plan you submitted could be better" doesn't help the employee in any way because it is vague. This will leave the employee even more confused as to what improvement in their work are you expecting to see.

Give specific directions on how the work can be improved and provide tips on what could have been done differently. For example, "I noticed you were behind schedule with your last two tasks. I would like to help you manage your time so you can fit in each of your activities without being late."



# 7 Tips for giving Effective Corrective Feedback

## 3. Demonstrate empathy

We need to be sensitive when pointing out gaps in someone's knowledge or skills, they may have some intense reactions that could be misinterpreted as defensiveness. If you have been made to bear the brunt of your colleague's difficult behavior, it's important to recognize that you will need empathy and not be frustrated while having this conversation with your colleague. Recognize that you may need to give your colleague some space before approaching them with feedback. Try not to make them feel as if they are being physically caged in. Try and find an alternative way for you to communicate your message that does not risk shocking or hurting the recipient.



## 4. Keep it private

Never conduct a corrective feedback discussion in public....Ever !!!

Some people are more comfortable receiving feedback privately even if it is positive or a pat on the back. In a group meeting, compliments can make them feel self-conscious or uncomfortable. You can also consider providing feedback to employees in a written response. This gives time for reflection and a thoughtful response.

Giving feedback is often uncomfortable for both the giver and receiver. Instead of conducting the discussion in your office or the meeting room, try talking in more of an informal area to help alleviate some of the stress; maybe the pantry are or the break out room if you have one as long as these are not occupied by anyone else.



# 7 Tips for giving Effective Corrective Feedback

## 5. Ensure the conversation is a discussion

Lecturing someone usually isn't the best way to help them improve an employee's performance. You might be feeling stressed after trying this, but it's unlikely you will change their mind. When it comes to discussing difficult issues, always make sure that you are aware that your conversation partner may be vulnerable and do not talk down to them. Instead, try engaging with them in a dialogue and see what happens. Ask more questions and be ready to use your active listening skills.

Encourage the employee to ask questions and clarify any doubts or concerns they have after they have heard your feedback. Finally the resolution or development plan should be developed by input from both parties.

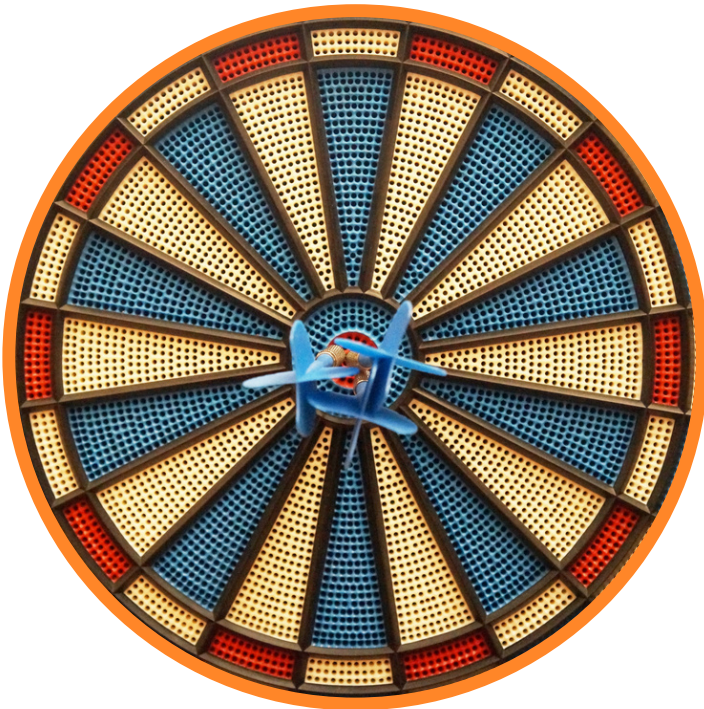


## 6. More objective, less subjective

Example 1: "You need to be more patient"

Example 2: "I observed that when speaking with the receptionist; you were rolling your eyes and also raised your voice when replying to her"

If we are subjective then the employee will feel like we are attacking their personality and may get defensive. The more subjective we are with our feedback the better; this also allows the employee to take actionable steps to help improve his/her performance.



# 7 Tips for giving Effective Corrective Feedback

## 7. Do not assume

Assumptions in the workplace can lead to a lot of miscommunication in the workplace. As leaders we must do the hard work and observe rather than assume. After all observing is more time consuming than assuming but the right and more productive approach.

Assumption: Daisy has been reporting 30 minutes late to her desk everyday for the last two weeks. She is unprofessional.

Fact: Daisy has been working on the project with the recruitment team which you as her leader had assigned to her. She has been visiting the recruitment office everyday, 30 minutes prior to reporting to her desk.

Only when you know all the facts must you set out to give recommendations or provide corrective feedback. Do not merely assume. Wrong assumptions don't do much good for your employees and they make you look bad too.. Hence one must avoid assuming



Don't  
Assume