

# PROVIDING HELPFUL FEEDBACK



**“In the absence of feedback, people will fill in the blanks with a negative. They will assume you don’t care about them or don’t like them.”**  
-Pat Summitt

Feedback is meant to be helpful, but it is often perceived as critical, mean, insulting, punishment, demeaning, etc.

Telling people, they are missing the mark is not the same as HELPING them hit the mark – in fact has the opposite effect. The main reason feedback is so ineffective is that it is backward looking.

## THE KEY TO HELPFUL FEEDBACK IS INTENT.

When someone expects your feedback isn’t helpful or is negative, they begin to always anticipate that.

**FLIP IT - Provide helpful feedback.**

Feedback that leads to change is:

- Clear
- Specific
- Timely
- Objective
- Helpful
- Constructive

Helpful feedback starts with a foundation of trust. Charles Feltman's 4 Distinctions of Trust establish the components you need.

**Sincerity** - I mean what I say, say what I mean, and act accordingly.

**Reliability** – You can count on me to deliver what I promise!

**Competence** – I know I can do this. I need to learn to do that.

**Care** – We are in this together

When people believe you hold their interest in mind, they will extend their trust more broadly to you. I think Care is the key that lines up with Intent when it comes to feedback – do you have the other person’s interests in mind when you make decisions and take actions?

**“Any problem in an organization or relationship is directly related to a conversation not being held or one being held poorly.”**  
-Julio Olalla

The #1 skill that many employees feel their manager lacks is communication. In order to give good feedback, you must have good communication skills.

**Intent, trust, and good communication skills will help you to provide helpful feedback.**

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