



Give Effective Feedback

The Benefits of Feedback



Characteristics of Effective Feedback - BOOST

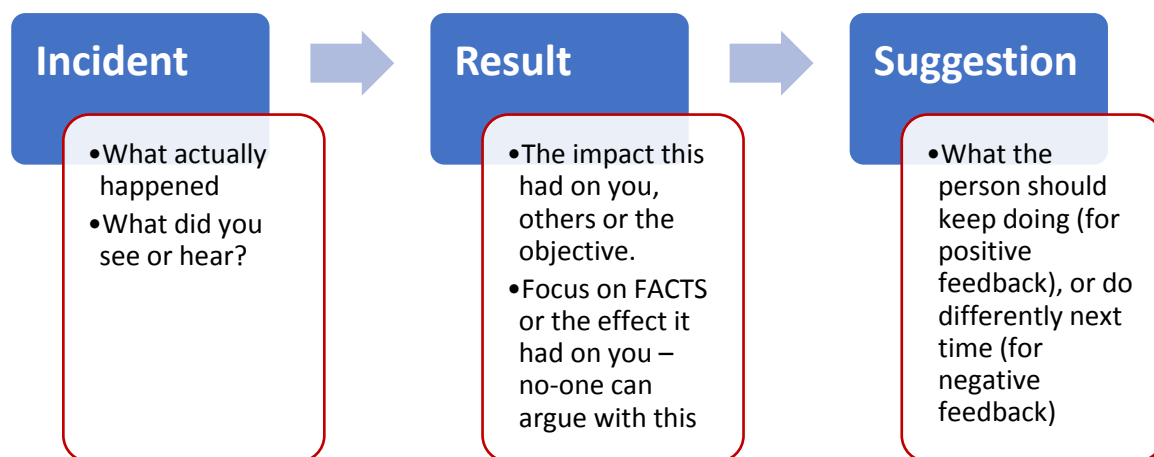
Balanced	Includes both positives and negatives. Find the positive motives behind the behaviour, but be clear about what is unacceptable.
Observed	Focuses on the outcomes and behaviours, not the person's personality. Highlight on what you saw, heard and felt.
Objective	Focuses on facts, not opinions. These cannot be argued with, and lead to a more productive discussion.
Specific	Provides examples of the behaviour being highlighted. If you are giving negative feedback, the person needs to know exactly what they need to change; if you are giving positive feedback, they need to know exactly what was good so that they can do it again.
Timely/Two-way	Given whilst the example is still current and allows the opportunity for questions to explore context, and gain better understanding.



Structuring Feedback

The IRS Model

The IRS Model is a very simple and effective way of structuring feedback, when it relates to a specific incident. It concentrates on the issue, makes it clear and easy for the other person to understand and, most importantly, relates to a specific event and behaviour.



The UHT Model

The UHT model is useful for giving feedback more generally, or about situations that you haven't directly observed. It's a great way to open a potentially sensitive conversation, or 'check out' a situation, and leads naturally into a discussion that should lead to better understanding.

