

## How to Give Feedback for a Reoccurring Problem

### Step 1: Raise the Issue

- Identify the area of concern
- Example: "I need your help with ... " or "I am concerned about ..."

### Step 2: Describe the Specifics

- Provide specific feedback by using the [CBIN](#) model: Context, Behavior, Impact, Next-Steps
- Encourage the other person to discuss how they feel by using open-ended questions
- Summarize the other person's remarks to confirm understanding/perception
- Example: "When this happens ... the result is ... and I feel ...." Or, "Why do you think that occurred?"

### Step 3: Request a Change in Behavior

- Mutually discuss ways to eliminate the problem
- Seek the other person's suggestions, thoughts, and goals
- Make suggestions
- Example: "In the future how can we ... ?" Or, "Here's what I would suggest ..."

### Step 4: Agree on an Action Plan

- Summarize what you discussed
- Provide an opportunity for the other person to make any final suggestions or comments
- Set a time and place for follow-up and evaluation of the changes
- Close the discussion on a positive, upbeat note

### Step 5: Follow Up

- If the situation warrants it, keep a record
- Evaluate how you handled the discussion and what you could do differently in the future
- Set up a system for follow-through (e.g., set check-in dates on calendar)
- Continue to provide assistance to the other person as needed and appropriate
- Provide feedback

### When to Put It in Writing

- When it's something you should remember (positive or negative)
- At the first sign of a problem
- To keep track of a recurring problem
- When you might take future action (positive or negative)
- So that you can share documentation with the employee to clarify expectations