

# COACHING TIPS: GIVING FEEDBACK

It's hard to give feedback, especially if it's not positive. Consider these steps that can help you overcome and avoid feedback complications.

## 7 CHARACTERISTICS OF ACTIONABLE FEEDBACK

- Specificity** - What specific behaviors have I observed from this person?
- Illustrations/Examples** - What did the person say or do that caused me concern?
- Impact** - What are the consequences of this behavior if the person does not change?
- Emotional Neutrality** - How are my feelings affecting my approach to this person?
- Understanding, Answered Questions, Filled-in Gaps** - What additional info might help this person gain a clearer picture?
- Timeliness** - When/where could this feedback be received most constructively?
- Positive Future Focus** - How can I help this person move forward?



VANDERBILT.

**Executive Education**  
OWEN GRADUATE SCHOOL OF MANAGEMENT