

# Providing Constructive Feedback™

To know how well they are doing, individual contributors need to receive regular feedback from their managers. Providing constructive feedback not only helps to solve problems, but can also work to prevent potential problems from growing to the point where they have a negative impact on others and on the organization.



In this module, managers learn an effective approach to providing feedback that emphasizes openness and mutual respect.

## Purpose

To provide skills that will let participants give constructive feedback in a way that builds openness and mutual respect, and promotes problem solving and learning.

## Process

During this module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- Key actions for providing constructive feedback.
- Planning and practicing how to build team pride and purpose.
- Action planning.

## Payoff

At the end of the module, participants will be able to:

- Define and describe “constructive feedback.”
- Identify opportunities to give constructive feedback in their work environments.
- Recognize the challenges and benefits of providing constructive feedback.
- Evaluate their current level of effectiveness at providing constructive feedback to others.
- Conduct constructive feedback conversations that result in action toward improved performance.



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## **Key Content**

### Key Actions for Building Team Pride and Purpose

1. Convey your positive intent.
2. Describe specifically what you have observed.
3. State the impact of the behavior or action.
4. Ask the other person to respond.
5. Focus the discussion on solutions.



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