

## **Ten Steps for Giving Feedback**

### ***Step 1. Get to the point.***

The purpose for this meeting is....

I asked you here to discuss.....

I want to spend some time discussing how you....

### ***Step 2. State why you are having this conversation.***

I have a concern about....

A problem has occurred in.....

### ***Step 3. Describe what you know.***

I saw.....

When I was told, I looked into the issue by.....

### ***Step 4. Describe the consequences of the continued behavior.***

If this continues, then .....

In looking at this situation as a customer would, it appears...

### ***Step 5. Describe how you feel about what you know.***

I am very concerned about.....

I do not think it is right that.....

I am upset that errors in the function keep occurring.....

### ***Step 6. Encourage the other party to give their side of the story.***

Now, that's what I know but what is your view....

Is that the way you saw it.....

OK, now what is your reaction?

### ***Step 7. Ask as many questions as you need to understand the situation from the other person's perspective.***

Well, how do you know that....

And then what happened ?

If you did that, then why did....

***Step 8. Decide what specific actions must occur to remedy the situation, when these actions must be completed, and communicate that to the other party.***

I believe you must....

In the next meeting, as Point 4 in the agenda, you will....

***Step 9. Summarize the conversation.***

Let's recap, you will.....and I will.....

***Step 10. Follow up.***

I will contact you next.....