Solution

# Coaching with Feedback

|  |  |  |  |
| --- | --- | --- | --- |
| Behaviour | Positive Feedback | Negative Feedback | Not appropriate when providing Feedback |
| 1. Provide feedback in public | X |  |  |
| 1. Focus on the impact their behaviour has had on you |  |  | X |
| 1. Know why you are providing the feedback and tailor it accordingly | X | X |  |
| 1. Provide feedback in private |  | X |  |
| 1. Match the words with substance | X |  |  |
| 1. Keep the comments consistent in their level of praise or rebuke, do not vary them based upon circumstances |  |  | X |
| 1. Be prepared with facts or examples | X | X |  |
| 1. Provide recommendations for improvement |  | X |  |
| 1. Provide feedback as soon as practical | X | X |  |
| 1. Show empathy for the person receiving the feedback |  | X |  |