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 |  |