

The Approach of a Coach

Action Steps

To help you evaluate your ability to give feedback, take the assessment on the following page. After your next coaching interaction with an employee, rate yourself in the following areas:

Feedback Assessment

Feedback Skill

never sometimes often

The feedback was on observable behavior.

Used “I” statements rather than “you” or “we” statements.

Focused on specific behavior, not generalizations.

The feedback was in context.

Balanced positive and negative feedback.

Gave specific suggestions for improvement.

Checked to make sure the message was received.

Got feedback on the feedback.

After you have rated yourself, select one or two areas to focus on for self-improvement. When you feel you have reached the level of desired proficiency, then move on to improving another feedback skill.

You can also ask a colleague to fill out the Feedback Assessment sheet to get an outside perspective on your skill level.