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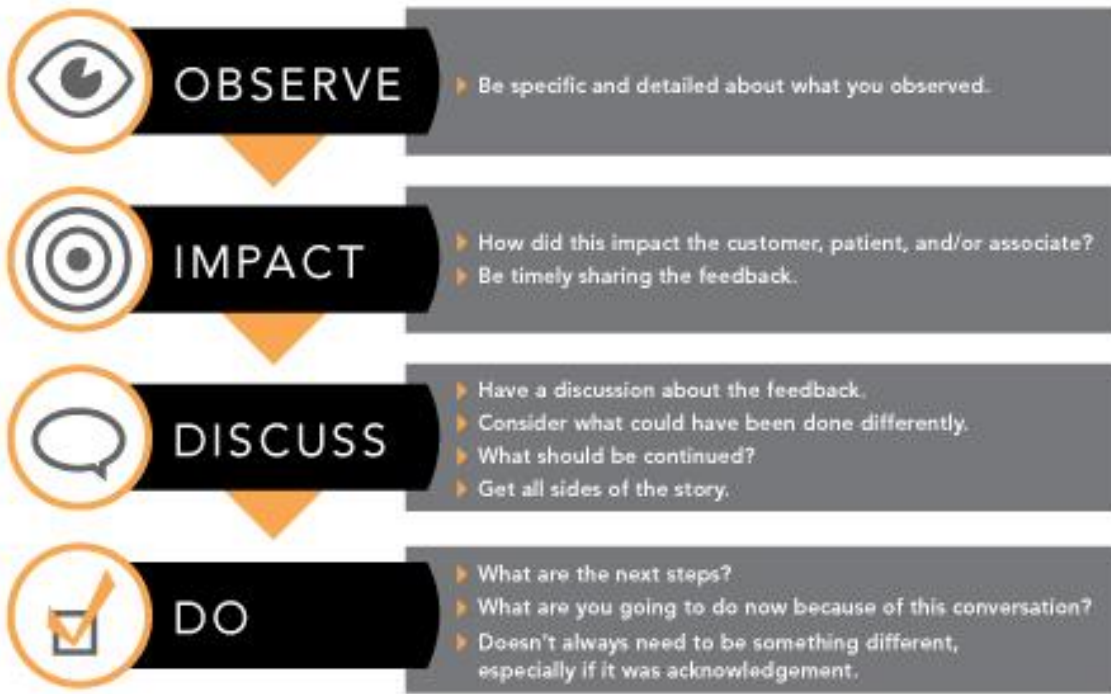


Feedback Tools: The Four-Step Process for Feedback

Dr. Tim Buividas, Ed. D & Taylor Viering | Corporate Learning Institute

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The Values-Based Feedback Guidelines provide the foundation for the way we treat each other in the feedback process. The four-step process for feedback provides the method to engage each other in effective feedback. The steps are detailed as follows:



- Observe** **Recognize the action or situation that requires feedback**
- Identify specific actions or behaviors; provide details and avoid generalizations
 - Focus feedback on behaviors, not personality
 - Only comment on things you have witnessed or can provide evidence for
 - Look for behaviors that are repetitive and reoccurring
 - If you observe a situation that is critical – address it immediately
- Impact** **Identify the meaning or influence of the action or situation**
- Describe who was impacted (e.g. patients, associates)
 - Identify what effect the behavior or action had on the affected
 - Don't blame, but rather inform
 - Share information in a timely manner
- Discuss** **Engage in a two-way dialogue**
- View the dialogue as a chance to encourage and improve each other
 - Use the Stop, Start, and Continue model to describe behaviors
 - Seek to understand both sides; discuss, don't defend or attack
 - Focus on what can and needs to be changed or continued
 - Take a break if the situation gets too emotional
- Do** **Develop a reaction for feedback**
- Create an action plan or next steps
 - Discuss commitment levels for change
 - Follow up and check in on changes
 - Provide additional feedback on progress made

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