

Before the Candor: The Path to More Effective Feedback



How do you earn the right to give feedback?

Structuring feedback conversations in a manner that is both factual and psychologically safe goes a long way toward actually making a lasting impact.

Preparation is key! The thought process should begin long before the discussion. Here are the key considerations to maximize your conversation.

Situation

Frame the context you'll be addressing.

How major or minor is the issue? Is it an ongoing matter or one-off moment? Was it highly visible or hardly perceptible?

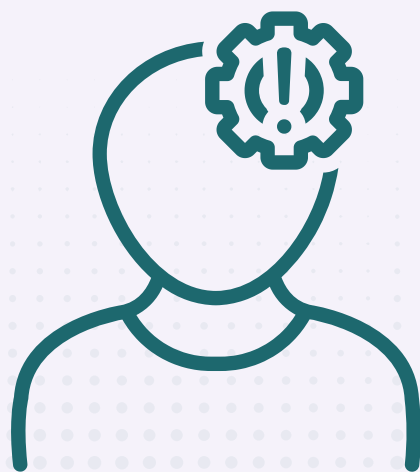


Person

Consider who will receive the feedback.

What are their social/emotional needs? How do they typically interact with you and other team members?

What might be necessary to ensure they feel safe during the conversation?



Purpose

Establish clear goals for the conversation.

What behavior are you aiming to change? How can you co-create solutions? What is the ideal outcome of the conversation?



Power

Understand the power dynamics at play.

Is one person an authority figure, or is this peer-to-peer communication?

What impact does the power structure have on your relationship? How can you show up in a way that creates power equity?



Risk Mitigation

Prepare for any aftermath.

What rebuttals might you expect?

How can you handle disengagement or retaliation? What are the best and worst case responses to your feedback?

