

Tips for Effectively Delivering Feedback

Designing Your Presence

Before you have the conversation with your partner, make sure you are no longer in reaction and actively upset about the situation. Bringing this emotion to the conversation will affect it in a negative way. Instead, take a solutions focus and look at this conversation as an opportunity to clean up any bad feelings to help your partner better understand your needs.

Write out your script in advance and read it aloud with an ear toward listening for any emotionally charged words that might need to be altered. Pay attention to your voice and read the script in as neutral a tone as possible. The more objective your script, the easier it will be to do this.

Pay attention to your body language. Before the conversation, practice offering the feedback in front of a mirror and check out how your face and body looks. Where is there tension that needs to be released? It may serve to take a walk or engaging in another calming activity before having the conversation.

BEER Model

The BEER Model provides a structure and way to effectively offer feedback to a colleague. The key to a successful BEER is keeping it short and concise. Emotions should be in the form of mad, glad, sad, or afraid. These are major categories with many options below each one – I have used a form of “mad” in using “frustrated.” See below for an example.

Behavior

When you do X...

“When you didn’t email me the report when you said you would”

Effect

The effect on me/my work is...

“I wasn’t able to meet the deadline I had with my boss”

Emotion

The emotion I feel is...

“And I felt frustrated”

Request

My request is that you...

“In the future, I’d like to ask that you please let me know ahead of time if you can’t make a deadline so I can renegotiate any deadlines I have.”

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