

# PRE- & POST- FEEDBACK CHECKLISTS FOR MANAGERS

Although it's not always easy, feedback helps your team members grow and develop by answering "In what areas are you performing well, and where can you improve to unlock your full potential?"

Use these pre- and post-feedback checklists before and after a feedback conversation to help guide you toward the best outcomes for you and your team members.

## PRE-FEEDBACK CHECKLIST

Before you jump right into a conversation of providing feedback, first check in with yourself. Are you personally ready for this conversation? Ask yourself if you can say the following: "I know that I'm ready to deliver feedback if":

1. I feel this piece of information is important and really matters.
2. I am ready to listen, and I'm prepared to be wrong.
3. I own the piece of feedback.
4. I will be sensitive to the person's feelings.
5. I believe it's a behavior the individual can change.
6. I am willing to appreciate and honor the person.
7. I want to express genuine concern rather than frustration, disappointment, or anger.
8. I will empathize with the person because I can put myself in the person's shoes.
9. I commit to avoiding "need to" and "should."
10. I will resist the urge to immediately give advice.

## POST-FEEDBACK CHECKLIST

After having the feedback conversation, the actions afterward are just as important. This will allow you to reflect on the feedback you just gave to judge what went right and where there's room for improvement for next time. Go through the following checklist:

1. I gave feedback promptly.
2. I was well prepared for the conversation.
3. I made my intentions clear to the other person.
4. I made sure to affirm the other person.
5. The conversation was focused on behaviors and consequences.
6. I encouraged self-assessment.
7. I listened to and empathized with the person.
8. I remained calm and at ease in the conversation.
9. I expressed confidence in the other person.
10. The conversation facilitated discussions on possible solutions and actions.
11. I offered support and coaching.
12. I remained optimistic about the future.