JAMES**SCHRAMKO**

A 3-Step Feedback Made Simple System

For negative/corrective feedback:

1. The facts - This has to be observable, objective, fact-based things, what irrefutably happened - no assumptions, and no generalizations. So if in a team meeting someone said something pertinent, quote what they said. If you observed something, it must be an undeniable, objective-based fact.

2. The impact - People often are unaware of the real impact of what they're doing, so we have to share what that is - this is your interpretation. So, In the team meeting on Tuesday, you said, quote, X. The impact that had is, Y.

3. The question - Step three, in the negative, corrective case, is one simple, very powerful question - Help me understand, what's going on? It's important here to ask a question because there's always some other perspective of why somebody behaved the way they did. And whatever someone did at that time usually was what they thought was right. You may think otherwise, but that's what is necessary when you give feedback, to lay it out objectively, fact-based, share the impact, and then ask for the person's input to help you understand what's going on.

For positive feedback, the only difference is step three.

3. Reinforce specific positive behavior - So if somebody took initiative on a project, we might say, Here's what I observed, X, the impact that had is Y, and I really appreciate the initiative you took on this project to put this into action. Simply saying, Good job, is death when it comes to feedback. Good job on what? The more specific, the better.

If you'd like help becoming a better leader, look up Nils Vinje at B2BLeadersAcademy.com