

CORRECTIVE FEEDBACK PROCESS

Many managers find themselves delaying a difficult conversation with an employee. Guess what? An employee's behavior won't change if they don't know it is a problem. And **the more you as a manager delay Corrective Feedback, the more you are inviting more of the same bad behavior.**

Follow the steps below to develop a concise message. The 7 steps should take no longer than 60 seconds. Before delivering the message, practice it with your manager, coach or mentor.

Who do you need to have a difficult conversation with and what behavior do you want them to change?

Write down your response to the 7 steps and then practice with your partner.

1. Name the Issue:
2. Select a specific example that illustrates the behavior and describe it ... In the last three weeks you have arrived late to work 6 times.
3. Describe your emotions around the issue...“This is frustrating me”
4. Clarify why this is important...the impact...“When you continue to arrive late, others on your team have to cover your calls and customers have to be put on hold longer”

5. Identify your contribution(s) to the issue... "I've noticed this behavior over the last couple of weeks and should have talked to you about this earlier"

6. Indicate your wish to resolve the situation... i.e. "Arriving late to work is not acceptable and it needs to change"

7. Invite the employee to respond with their ideas... "How can this behavior change? "What options are available to you?"



<http://executive-velocity.com>



beth.miller@executive-velocity.com



678.579.9191

