



Worksheet: Giving Feedback Effectively

Land it in ways that genuinely help others

Introducing...

The BID model



A three-step framework for providing feedback clearly, whether reinforcing positives or course correcting.

1. State the **Behaviour** you observed, keeping it non-judgemental and being as specific as possible.
2. Describe the **Impact** of the Behaviour. You can do this both at the emotional and organisational level.
3. Open a future-facing **Dialogue**, pulling in the perspective of the person you're sharing feedback with.

Useful language to try

I noticed...

This simple opening can be really helpful when sharing the behaviour you've observed.

Getting permission to share feedback with a simple question makes things conversational and collaborative from the off.

I've some feedback for you on last week's presentation, is now a good time to share it?

BID in action

Two examples to get you going

1. Kiri's kick-offs

BEHAVIOUR: "Kiri, I've noticed in all of the recent client kick-off sessions we've worked on this quarter, that you're putting lots of time and effort into really personalising the slides and handouts to reflect what we've learned in the onboarding so far.

IMPACT: I've personally felt so much more confident going into the sessions, and know that it's had an immediate positive effect on our customer satisfaction scores.

DIALOGUE: Where do you think there will be opportunities in the future to do more of this?"

2. Emily and the meeting

BEHAVIOUR: "I noticed in the client meeting yesterday that you interrupted Emily before she'd finished presenting, particularly at the end when she was summing up.

IMPACT: I felt concerned for Emily's focus, and also that we might have confused the client in the process.

DIALOGUE: "I'd love to hear your thoughts, and to discuss ways to avoid this happening in the future."

From Dialogue to Do

Can I make a suggestion?

This is a really helpful 'coaching to mentor' question to ask within a Dialogue, inviting permission to share some more prescriptive feedback.