



Feedback for GROWTH™

- G** **aimed at growth.** Good feedback is aimed at helping the individual (or team) develop, so it should be informed by realistic expectations as well as looking to *stretch* the person beyond their comfort zone and into their learning zone for the sake of their own progress, and the wider organisation.
- R** **regular.** Regular feedback reinforces a relationship in which both strengths and limits are seen, successes are celebrated, and failures can be reflected upon. This creates trust that whoever is giving us feedback is committed to our development and wants the best for us. It also means that progress can be tracked, which boosts motivation, rather than feedback becoming a response to underperformance.
- O** **observant.** The best feedback is very specific. The best way to achieve this is to agree what's being monitored *before* the period for review, and clarifying expectations of what good looks like.
- W** **wanted.** If feedback is wanted then you know the area of feedback matters, and the person believes you have their best interests at heart. After giving the feedback there's an opportunity to make it even more valuable by asking if it was helpful?
- T** **timely.** Feedback should be as fast as possible – accounting for the fact that sometimes people need to 'cool-off' before they will be able to thoughtfully reflect on events. Learning happens best when there's the shortest gap between a *cause* and the awareness of its *effects*.
- H** **hopeful.** Feedback should make it clear how the person (or team) *can* develop towards the desired performance, behaviour or impact. This means coming from a place of hopeful optimism. This also requires recognising the wider system's responsibility to nurture growth through providing support and training, and encouragement, and to recognise the individual's strengths to build on, as well as areas for development in the individual, team and organisation.