

# DIMENSIONS OF GREAT COACHING SERIES

## MASTERING THE ART OF DIFFICULT CONVERSATIONS

Providing feedback is essential for the growth and development of others, but these conversations can often be difficult or uncomfortable to deliver. During our recent webinar, there was an opportunity to dive into the five critical principles of providing feedback: positive intention, preparation, personalization, perception, and presence. Based on those principles, there are ten guidelines you should utilize to deliver constructive feedback.



### HOW TO DELIVER CONSTRUCTIVE FEEDBACK

Set the stage well—either ask for permission (“*May I give you some feedback?*”) or advise that you plan to provide them some feedback intended to help them improve their performance.

Check your emotions. Are you able to express genuine concern, rather than frustration, disappointment, or anger?

Select an appropriate time and place. As a general rule, provide constructive feedback in a private place with no disruptions.

Encourage self-assessment. “*What’s working?*” “*Where are you stuck?*” “*What needs to change?*”

Provide context, describe specific behavior, and predict potential consequences. Think SBI (Situation, Behavior, Impact).

Do not make judgments or provide generalizations. Avoid “*need to*” and “*should.*”

Empathize with the other person.

Invite differing perspectives from the person receiving the feedback. Listen intently and carefully.

Be prepared to be wrong but also hold your ground.

Focus on solutions and resist the urge to immediately give advice. Offer assistance.

Did you miss or want to rewatch our recent webinar on *Mastering the Art of Difficult Conversations*?

[Click here to watch the recording](#)

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# GIVING CONSTRUCTIVE FEEDBACK: A SELF-ASSESSMENT

**As a leader, I...**

**Rarely Sometimes Often**

Give feedback promptly (rather than avoiding it).

Prepare myself well for feedback discussions.

Make my intentions clear.

Affirm the other person.

Focus on behaviors and consequences.

Encourage self-assessment.

Listen to and empathize with the person receiving the feedback.

Avoid giving advice and solutions.

Offer to change my behavior to help solve the problem.

Facilitate discussion on possible solutions and actions.

Offer support and coaching.

Invite feedback from others.

