

The Feedback Formula™

Most people find feedback hard, awkward and uncomfortable to deliver.

The result is that change is slow to instigate, results decline and ultimately things escalate out of your control.

The Feedback Formula™ is a straight forward, quick and easy process to implement for every manager and practice owner's personality.

There's no need to overcomplicate things, simplify everything with the Feedback Formula™.

Step 1: Begin Feedback

Instigating the feedback is often the hardest part. Remove the roadblock for yourself by using this simple process. Here we go...

When you notice something that is off track or simply not done to your standards or the way that you have trained your team, at that very moment casually pull your team member aside for feedback.

Hey name, here's what I've just noticed. (Insert issue)

I'd like to help make it a lot easier for you.

Step 2: Re-state purpose ("Why")

The goal of (tactic/strategy) is to (achieve goal/remove problem)

There is a step by step framework to follow to do this and right now, you're missing/need help with (name step).

The impact of that is (insert impact) and it doesn't achieve the goal of the exercise.

[Get engagement] Does that make sense to you?

Step 3: [Get engagement] Does that make sense to you?

When you add in/do it this way, then we/you achieve (insert goal outcome).

Step 4: [Demonstrate] Let me show you how.

(proceed to show them how to perform it)

Step 5: [Understanding]

Can you see how that is better for you?

Step 6: [Integration] Now that you know that (you need to do X) what difference do you think that will make for you?

Ok great, right now, I think that you're at X/10 on this and I want you to be at 9/10 by (date). Cool?

Step 7: [Prescription and Accountability]

Now what you need to learn/practice is **(prescription)**.

Here's how you need to do that **(insert self-accountability)**

Here's how I'll know you have done it **(insert external accountability)**

External accountability options:

- (1) Organise a time on the spot where your team member will report to you what they have done, practiced to improve the issue and report what difference/improvement it has made for them.
- (2) Daily text accountability at a specific time where your team member reports to you on what they've done and how this has helped them to improve.

Step 8: Group acknowledgment and cultural acceleration (At the weekly team meeting)

"This week Tim has made a massive gain with X and it's made an impressive difference.

Tim can you share with everyone what you wanted to work on, what difficulty you were having, what results and improvement you achieved and share some tips for everyone here?