

FEEDBACK FOR GROWTH

Feedback is how we lead, not how we judge.

Feedback Defined

Information about a person's actions, behaviors, or performance which is used a basis for improvement.

Pillars of Feedback

- Sharing perspective respectfully
- Actively listening to understand
- Staying open-minded and curious
- Focusing on solutions, no blame

Questions are not defensiveness.

Tips for Giving Feedback

- Be timely – address things close to when they happen.
- Be kind – choose words that help, not hurt.
- Be specific – focus on actions, not assumptions.
- Balance positive and constructive feedback.

Documentation

- Send a quick, factual email after any feedback or coaching session:
- Record date, topic, and main points discussed.
- Avoid emotional or subjective language. Stick to facts.
- Use these emails for follow-up conversations and formal reviews.
- Documentation shows accountability and supports fairness.

The SBI Model

A simple, practical way to give feedback that's clear and kind:

S – Situation: When and where it happened

B – Behavior: What you observed

I – Impact: How it affected others or the work

Positive Example: "During the evening shift (S), I noticed you stayed calm and organized during a tough med pass (B), which helped the rest of the team stay focused (I)."

Constructive Example: "Yesterday at shift report (S), I noticed the handoff went quickly and a few details were missed (B), which made the next round harder to start smoothly (I). Let's take an extra minute next time to be sure everything's covered."

Tips for Receiving Feedback

- Listen before responding.
- Reflect on what's useful.
- Apply what helps you grow.
- Acknowledge impact, even when intent is different

Recap Email Structure:

- Thank them for taking the time to speak with you
- Present the concern (purpose of the conversation)
- Their perspective
- Re-affirm expectations
- Include a closing like such as "If I've missed anything from our conversation or you need any support/clarity, please don't hesitate to reach out. Your success is important to us."