

The Feedback Model



Identify & Define



Confirm



Redirect



Strategize



Reinforce



- 1) Take time to observe your staff. **IDENTIFY** specific behaviors that warrant feedback and **DEFINE** the impact of these behaviors. (Behavior can have positive or negative impact.) Clearly communicate the observable behavior and the impact you witnessed.
- 2) Ask questions and actively listen to answers to **CONFIRM** the individual understands their behavior and its impact.
- 3) It is time to **STRATEGIZE** together. Offer specific **REDIRECTION** or **REINFORCEMENT**.
 - a. **REDIRECT**: If an observed behavior is not meeting expectations, clearly communicate a new behavior to replace the less desired behavior with. After this communication, take time to check for understanding. Arrange a time to follow-up and check-in on progress in the next few days.
 - b. **REINFORCE**: If an observed behavior is meeting or exceeding expectations offer specific praise to maintain success and build confidence.
- 4) Let's go back to the beginning! Feedback is a never ending cycle.