



**SEVEN DO'S & DON'TS
FOR
HANDLING DIFFICULT FEEDBACK**

1. Focus on performance and specific behaviours, not the person.
2. Do not assume to know what the problem is - you may think they are 'not motivated' but the issue may be something different. Focus on results and ask about issues/barriers.
3. Be specific - describe exact situations and their impacts rather than generalisations. Use your evidence.
4. Avoid arguing and getting defensive; keep calm. It is their choice whether to take feedback on board - it is your job only to give it.
5. Don't interrupt - let them have their say.
6. Listen actively - make eye contact, nod, write notes, do not get interrupted.
7. Focus direction on how to resolve issues, rather than what happened in past. Focus on patterns of behaviour.