



The FEEDBACK PREPARATION CHECKLIST

Prepare well. Lead well. Create real impact.



Your intention
sets the tone

Preparation helps you
stay calm, curious and
solution-focused.

1. WHAT DID I SEE OR HEAR?

Focus on observable behaviours, not
assumptions or opinions.

What did they do?

What did they say?

Avoid judgement words:

Lazy

Difficult

Negative

Defensive

Rude

2. WHY DOES THIS MATTER?

What impact is this having on:

- ☐ Customers

- ☐ Team members

- ☐ Performance

- ☐ Culture

- ☐ Safety

- ☐ Results

3. WHAT OUTCOME DO I WANT?

As a result of this conversation...

BEFORE YOU START THE CONVERSATION

CHECK YOUR MINDSET

Am I here to...

- ✓ Help them succeed
- ✓ Understand their perspective
- ✓ Build capability
- ✓ Strengthen the relationship

...or am I here to...

- ✗ Prove I'm right
- ✗ Vent my frustration
- ✗ Win the argument



COMMON FEEDBACK TRAPS

Avoid:

-  Waiting too long or avoiding altogether
-  Focusing on personality, not behaviour
-  Making assumptions
-  Delivering feedback when emotional
-  Talking more than listening



POWERFUL COACHING QUESTIONS

- What are your thoughts on what happened?
- What impact do you think this had?
- What would you do differently next time?
- What support would help?



PREPARE WITH CLARITY

So you can lead with
confidence



ENGAGE WITH CURIOSITY

So they feel heard
and respected



FOCUS ON IMPACT

So behaviour changes
and performance
improves



DRIVE GROWTH

So individuals, teams
and the business thrive



There is more to building high performance
than giving feedback

Effective leaders know how to coach performance, create
accountability, build trust & develop capability.

Want to learn how to lift your
teams performance?

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