

## PRAISE



P**PICK** one accomplishment to focus on

R**ECAP** what you saw or heard

A**SK** them how they achieved it

I**DENTIFY** ways they can get even better

S**END** them off with encouragement

E**NSURE** you documented their achievement

## SWEAR



S**TATE** what you know

W**AIT** for their response

E**DUCATE** them on the standards

A**SK** them for their input for resolving it

R**EMIND** them of the consequences

# The Art of Giving Performance Feedback™

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**Purpose:** Feedback is used to call attention to past performance, good and bad.

## General Rules of Giving Feedback:

- Make feedback a regular event.
- Say it when you see it.
- Be sincere.

## Positive: (P.R.A.I.S.E.)

- Be specific.
- Be enthusiastic.
- Be sure they know exactly what you loved about the result – so then can repeat it!

## Negative: (S.W.E.A.R.)

- Do it privately.
- Use “I” statements.
- Make it timely.
- Don’t end without an action plan.

Scripting is Key!

The scripts on the front of this card should be used to guide your talking points. Be sure to stay on track and don’t allow emotion to get you to deviate. This is best done in person!

All feedback should end with encouragement, a follow-up date, and a goal for improvement or continued success.

