



Examples of Effective Feedback

Effective Feedback: Using I-Messages

The I-Message Structure:

- (a) When _____ happened
(Describe observable behavior. Be specific)

- (b) I feel/was affected _____
(Own and send feelings. This simply acknowledges that human to human interaction; feelings are involved)

- (c) because _____.
(Describe results or effects. It's especially important to let the person know the impact on the team, company or work output. If there is not impact on the work, then this feedback may not be necessary)

- (d) I need _____. *(Describe what you would like to see happen, or needed outcome)*

Examples of Good I-Messages

The I-Message Structure:

“Jane, I have a concern I'd like to talk over with you.”

- (a) When you hand in your analytics a day late,
- (b) I'm frustrated
- (c) because I don't have sufficient time to compile the entire report and deliver it on time to Operations.
- (d) I need you to let me know at least three days in advance if you're not going to get your product to me at the agreed-upon date.

Optional: If you need something from me, please let me know now.

“Stan, I'd like to give you some feedback . . .do you have a minute now?”

- (a) When you leave the staff meeting early, as happened the last two meetings,
- (b) I get upset and concerned,
- (c) because I'm not sure that you've gotten all of the information you need to take follow-up actions back to your team.
- (d) I need you to stay for the full meeting, or tell me in advance why you think you need to leave early.

Optional: “If you need something from me, please let me know now.”