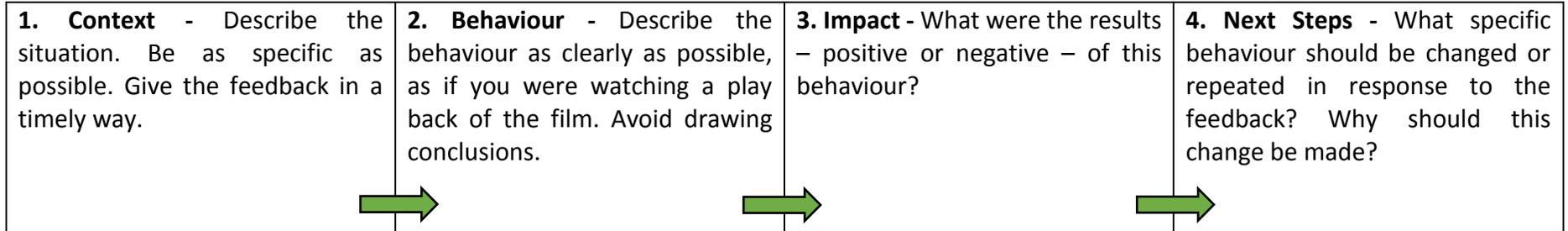


## Giving Feedback – Useful Models

### '4 Part' Model:-



### 'EEC' Model:-

**Example:** Give a specific example of the behaviour you've observed

**Effect:** Describe what effect it had - positive or negative

**Change/congratulate:** Discuss and agree what they should do in the future or congratulate them if a positive.



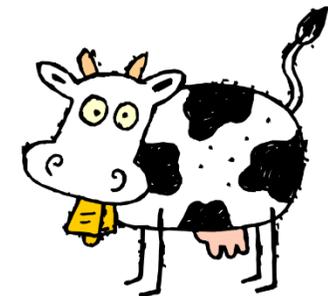
### 'BEEF' Model:-

**Behaviour:** Explain clearly what the person does or did

**Example:** Give a specific instance of when this has happened

**Effect:** Describe the effect it had on you or someone else or on the outcome

**Future:** Advise what you want to happen from now on



### 'AID' Model:-

**Action:** What did you see the person do? E.g. I noticed you have been arriving late for work recently

**Impact:** Explain the impact of that action. E.g. the impact this has on the rest of the team is that they now feel as though they are able to arrive late as well

**Do:** What you would like that person to do now? E.g. what I would like you to do this next quarter is to try and arrive at work on time every day.

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### 'PEAR' Model:-

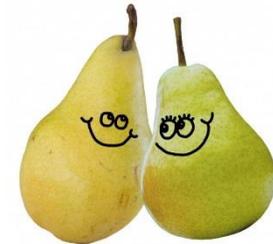
**Praise:** Congratulate the individual on what they have done well

**Examples:** Give specific examples of where you've seen this happen

**Ask:** When and how can they make sure this happens again?

**Reinforce:** Provide encouragement and demonstrate how you will personally offer your support to help ensure this happens again going forward

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### 'CIGAR' Model:-

**Current state:** How are things in reality now?

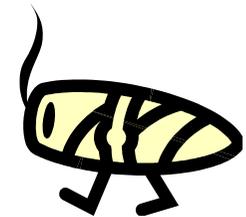
**Ideal state:** How should things be?

**Gaps:** What's stopping the ideal from happening?

**Action:** How can the gaps be closed?

**Review:** How can we measure and monitor the outcomes/When and how will we review?

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## Top Tips... 'BOOST' Model:-

*With all constructive feedback, it's important to remember the following...*

### **Balanced:**

The focus during feedback sessions should be on the areas of the receiver's development and strengths, with a focus on how the strengths can be further leveraged. When giving "negative feedback", be sure to include good and constructive points too.

### **Observed:**

You must always base your feedback on what you have observed, rather than on what you think about it or your feelings about an issue.

### **Objective:**

When giving feedback, don't refer to the personality of the receiver but only on the actions and outcomes. Be descriptive, not evaluative.

### **Specific:**

Make sure that you back up your comments with specific examples of the observed behaviour. For example, when giving a colleague feedback on a job well done by them, explain exactly what he/she did well.

### **Timely:**

Always endeavour to give your feedback as soon as possible, after the activity. Doing this ensures that you capture the observed action(s) as accurately as possible.

