

FEEDBACK FORMULA

At / During /
With...

CONTEXT

My expectation
was / I had
hoped...

EXPECTATION

I noticed you
/ I thought
you...

EVIDENCE

I felt /
That was /
What do you..?

FEEDBACK

Next time,
let's try...

SUGGESTION

MHA LABS FEEDBACK FORMULA

The Art and Science of Feedback

Providing timely feedback is vital to skills development - Yet too few people do it. Why? Fear to give it and fear to receive it. People are extremely reluctant to give feedback for fear of being negative. People are extremely defensive receiving feedback for fear of failure. MHA Labs makes a critical distinction between performance judgment and judgmental feedback. A person may meet/exceed an expectation (positive) or not (negative), but the feedback you give in both circumstances should be non-judgmental and developmental.

In response, MHA Labs developed a simple method to promote skill-building feedback and minimize the tendency to use judgmental language. Skill-building feedback incorporates 5 core components—**context**, **expectation**, **evidence**, **feedback** and **suggestion**. Incorporating this method into your own personal communication style can transform your skill-building practice.

MHA Labs Skill-Building Feedback Structure

At / During / With...
CONTEXT

My expectation was /
I had hoped...
EXPECTATION

I noticed you / I thought you...
EVIDENCE

I felt / That was / What do you...?
FEEDBACK

Next time, let's try...
SUGGESTION

Page two provided a clear example of strengths-based feedback. Now explore more complex growth feedback.

Situation: Michelle is alienating everyone on her service learning team by refusing to do what the team leader Jamie needs her to do.

Instead of replying... “Michelle, there is no need to yell. Just do what Jamie tells you to do and finish the project on time.”

Now try the Skill-Building Feedback method... “Michelle, on your service learning team (**context**), I was hoping that you would begin to use some of the collaboration skills we have been working on (**expectation**). I noticed every time someone on the team asks you to share in the tasks you yell “no, you can't tell me what to do” (**evidence**). Now you respond enthusiastically when I have assigned you tasks so I know you can take direction. Why do you think it is harder from your classmates? (**feedback conversation ensues...**) Oh, I didn't realize you were worried that they will make fun of you. How about tomorrow you agree to do the tasks and I will facilitate a team debrief where everyone on the team gets recognized for their contribution. (**suggestion**)”

MHA Labs Skill-Building Feedback Method is fortified by the “Seven Keys to Effective Feedback”

Wiggins, Grant. “Seven Keys to Effective Feedback.” Educational Leadership ASCD, September 2012: Volume 70, Number 1

- 1 References back to a goal or expectation and shows progress towards meeting that goal
- 2 Provides tangible examples of results and makes the experience transparent
- 3 Provides actionable next steps to close the gap in where they are now to where they need to be
- 4 Is broken down to user-friendly language that the receiver can readily understand
- 5 Is delivered during or soon after when the experience is fresh
- 6 Given on a regular basis to allow for practice and adjustment
- 7 Remains consistent in what evidence or level of performance determines success