



The 4-Step Feedback Model

- 1) "I observed that...[describe specific situation and behavior]."
- 2) "The impact upon me was...[describe impact]."
- 3) Pause for understanding. If necessary, ask questions to ensure you understand each other.
- 4) "I suggest that next time...[offer recommendations to improve]."


 **ENGAGE** Guide Overview

Schedule – Establish monthly check-ins.

Prepare – Review your notes and priorities before your conversation.

Focus – Agree to work on a few specific development goals for the next month.

Reflect – Be open to feedback... whether it feels positive or more critical, feedback is meant to help you.

Act – Commit to using the feedback to get better and reach our goals.

Ask – Check with your supervisor, colleagues, and customers about how you are doing toward your development goals.

