When things go wrong or you need improved results, here's how to give constructive feedback that can be heard and acted upon and build morale and rapport through the process.

1. State your positive purpose for giving constructive feedback.

2. Describe the specific behavior, issue, or situation.

3. Ask for the employee’s input or suggestions.

4. Provide additional constructive feedback as needed.

5. Agree on a plan for improvement.

6. Set a check-in date

## Example:

Step 1. It’s important to me that our department maintains its reputation for quality customer service.

Step 2. I would like to talk with you about some problems we’ve been having with inaccurate orders. In the last few weeks, I’ve received three complaints that customers are not receiving the correct supplies. This morning a customer returned these supplies along with this work order that you signed here as complete.

Step 3. Would you take some time to look this over with me and think about what might be happening? What are your thoughts about this situation? What suggestions do you have for correcting the problem?

Step 4. I like your idea to check in with Ron; he’s the most accurate counter rep that we have and he might have some good suggestions for you. In addition, I’d like you to develop a check sheet to double-check your orders before sending them out. That may help you find your errors before our customers do.

Step 5. So, to summarize your action plan, you will consult with Ron to learn his techniques. You will also draft a check sheet to double-check your orders.

Step 6. Let’s meet in a week to see how things are progressing for you.