

DEVELOPMENTAL FEEDBACK

TYPE	In a Nutshell	In More Detail	Sounds like.....
Developmental	Let's talk about X because there is an opportunity to have a more positive outcome.	<p>Be specific and straightforward about the exact topic to be discussed.</p> <p>Help the person see the situation now, the consequences of current behavior, and the way to move toward more effective behavior.</p> <p>Stay with the issue at hand that must move from A to B.</p> <p>Leave out judgmental words like <i>always</i>, <i>never</i>, and <i>every</i>, because they expand perceptions of behavior beyond the specifics of the topic under discussion.</p> <p>Allow the person the space to fully think through the feedback and decide what to do with it.</p>	<p><i>Notice the factual observations:</i></p> <p>When I asked you how many calls you've made, you said none. You need to call our donors and arrange meetings. So far, you haven't had a single meeting. This has set us back by several months. Can we do some thinking together about what it will take to get those calls going now?</p> <p>I've had three complaints that the information was late in the last two weeks. Complaints are unusual. This late delivery will cause further delays in the audit corrections. What do you think is causing the delay? What can we do about it?</p> <p>Each time I walked by your desk this week, I saw you staring out the window. And during the staff meeting, you didn't speak once. Our meeting lacked energy without your usual lively participation. How are things going for you?</p>

*Used with Permission

Wilson, Judith, 2010. Jossey-Bass, San Francisco, CA.

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