

**WHAT**  
**SO WHAT**  
**NOW WHAT**

# Simple Tips for Giving Feedback



# Tips for giving feedback



What's happening?

Share with the person what the situation is. Ensure it is in person and very soon after the incident/situation.

*"This morning you arrived 2 mins late and this is the 3rd time this month this has happened".....*

So what that means is...  
So what's the problem?

Share your observations and what the impact of their actions, words, behaviour etc is.

Be clear, be objective. Focus on actions not personality.

*"You appeared to be flustered, I want to share with you that the impact of you being late is ".....*

Now what can we do? ...

Make a suggestion on how you can both move forward.

*"Being on time is important to make sure we don't put each other under pressure. How can I help you be on time for your shift?..."*

OR

*"what ideas do you have to make sure you are on time"*

# Our Team



**Beth Park**

**Owner & Director**

Specialist in business strategy, workflow system implementation and continuous improvement. Principal contact for all your support.



**Michelle Ackroyd**

**Compliance Specialist**

Expertise in H&S, quality and manufacturing compliance, systems documentation, office management and e-commerce.



**Michelle Marshall**

**HR Specialist**

Operational expertise in recruitment, onboarding, leadership development, training, change management, remuneration and employment law

Our Onsite Insight team have come from successful corporate careers but we have also all owned our own businesses as well.

We have first-hand experience of what it's like to be a business owner – warts and all – and we understand how you may be feeling, what you might need and how we can help.

We provide down-to-earth support and simple, practical systems that are tailored specifically for small and medium business success.