



The Constructive Feedback Model

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Topics

- The Constructive Feedback Model
 - Tips for Giving Constructive Feedback
 - Tips for Receiving Constructive Feedback
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- **Resource:** [Understanding the Sources of Conflict – Blog Post](#)



A Message from Donna Schilder

“Over the years, I’ve seen, many times, that introducing the “Constructive Feedback Model” to an Executive Team (or any team), and reinforcing use of it, can take the team from dysfunctional, to high performing.

I believe the model is so powerful because it helps people deliver feedback in a way that preserves the other person’s dignity.”



Why The Constructive Feedback Model Works

- The “Constructive Feedback Model” takes the “sting” out of constructive feedback. It:
 - Eliminates attacking language
 - Reduces the sense of personal attack
 - Helps you use “I” statements instead of attacking “you” statements
 - Frames the feedback in a way that is more kind
 - Presents the feedback in a way that is easier for the receiver to hear



Why The Constructive Feedback Model Works

- Helps you express your feelings so the receiver can more fully understand how their behavior **impacts you** and helps them see it from your perspective. This gives the receiver motivation to change
- Outlines the desired behavior, which guides the receiver to do what you expect of them
 - People can't meet our expectations if they don't know what they are



The Constructive Feedback Model

- When you _____
(Behavior)
- I feel _____
(Feeling Word, e.g., frustrated, concerned, confused, sad)
- Because I _____
(Consequences)

Pause

- I would like you to _____
(Desired behavior)
- Because _____
- What do you think? _____
(Seek agreement)



How to Use the Constructive Feedback Model

- You can use the Constructive Feedback in a shortened or longer form
 - Just the first two lines
 - The first 3 lines
 - The first 5 lines
 - The whole thing
- When you start using the model, you may need to use your notes to deliver it
 - It will become second nature over time



Tips for Giving Constructive Feedback

- Protect others' feelings.
- Don't give constructive feedback on issues or behaviors the receiver has no control over.
- Focus on sharing ideas, not giving advice.
- Explore alternatives with the receiver.
- Give feedback in a private place where no one can overhear it.



Tips for Receiving Constructive Feedback

- Actively listen (Listen before you speak, paraphrase).
- Seek to understand the other person's point of view.
- Be open to how the other views you, even if it's painful.
- Avoid explaining or making excuses.
- Empathize with the other person. (Use feeling words)
- Partner to look for ways to fix the issue.
- Look for opportunities for personal and professional growth.



Summary - Constructive Feedback Model

- Use the “Constructive Feedback Model” to Give Challenging Feedback to Your Boss, Peers, and Subordinates
- Give and receive Constructive Feedback Responsibly to Build Your Team

