

FEEDBACK FRAMEWORK CANVAS

Purpose

Transform feedback conversations from dreaded encounters to valuable growth opportunities.

Instructions

Use this framework to prepare for an upcoming feedback conversation.

Part 1: Situation Analysis

Person receiving feedback: _____

Specific behavior/outcome to address: _____

Impact of this behavior/outcome: _____

My goal for this conversation: _____

Part 2: Self-Check Questions

Before planning the conversation, honestly assess:

- Is this feedback truly for their benefit or just my frustration?

- Am I focusing on behavior/outcomes rather than personality/character?

- Do I have specific examples rather than general impressions?

- Am I open to hearing their perspective? _____
- Is my emotional state appropriate for this conversation? _____

Part 3: Conversation Planner

Setting the Stage

How will you create the right environment?

- Timing: _____
- Location: _____
- Opening statement: _____
- Tone to establish: _____

Observation Phase

Describe the specific behavior or outcome (without judgment or interpretation):

Specific examples to reference:

1. _____
2. _____
3. _____

Impact Statement

Articulate the effects of the behavior/outcome:

- Impact on results/work: _____
- Impact on team/others: _____
- Impact on the person themselves: _____

Curiosity Phase

Questions to understand their perspective:

1. _____
2. _____
3. _____

How will you demonstrate you're listening?

Collaborative Solution Exploration

Possible approaches to discuss:

1. _____
2. _____
3. _____

Questions to engage their input:

1. _____
2. _____

Clear Next Steps

Specific actions agreed upon:

Support you'll provide:

Follow-up plan:

Part 4: Potential Reactions and Responses

Prepare for possible reactions:

If they become defensive:

- Signs to watch for: _____
- How you'll respond: _____
- Redirection approach: _____

If they become emotional:

- How you'll acknowledge feelings: _____
- Whether to continue or reschedule: _____
- Support to offer: _____

If they disagree with your perception:

- How you'll validate their viewpoint: _____

- Where you can be flexible: _____
- Where you need to maintain your position:

Part 5: Post-Conversation Reflection

Complete after the feedback conversation:

What went well?

What could I improve next time?

Did I learn anything that changes my perception?

Next steps and timeline:

Part 6: Feedback Pattern Recognition

Is this feedback part of a pattern? ☐ Yes ☐ No ☐ Unsure

If yes, what broader issues might need addressing?

Do I need to adjust any systems or structures?

Are there team-wide implications?

Additional Context:

Remember these principles for effective feedback:

- **Balance inquiry with advocacy** - Both sharing your perspective and understanding theirs
- **Separate observation from interpretation** - "You interrupted three times" vs. "You're being rude"
- **Focus on specific and changeable behaviors** - Things the person can actually control and adjust
- **Consider timing and readiness** - Feedback is received best when the person has capacity to process it
- **Make it forward-looking** - The goal is improvement, not punishment for past actions
- **Follow up consistently** - Demonstrate that you care about their development, not just pointing out problems

Effective feedback is a gift - when delivered with skill and genuine care, it's one of the most valuable contributions you can make to someone's growth.

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