Framework for Giving
POSITIVE FEEDBACK

Positive feedback emphasizes a Member's strengths. It helps increase motivation, boosts confidence, and shows Members you value them. Positive feedback helps Members to understand and develop their skills. All of this has a positive impact on individual, team, and command performance. An easy way for you to provide feedback in a meaningful yet concise way is by following this 3-step model: Attribute, Example, and Thank.

STEP 1. ATTRIBUTE

Recognize an attribute the Member possess that speaks to the character of the individual. Examples of attributes are hard worker, team player, trustworthy, or confident.

STEP 2. EXAMPLE

Back up your attribute with a specific example so the Member knows the comment is not just flattery. Pick something that happened recently. Use one example and keep it under 30 seconds (keep it simple).

STEP 3. THANK

Thank them for using the attribute.

PUTTING IT ALL TOGETHER

Here is an example of using this model:

"MR2 Smith, I appreciate the time (**attribute**) you spent working on the engine. Good job troubleshooting and identifying the faulty part (**example**). Without your effort, we would not have left port on time. Thank you. (**thank**)"

How could **you** use this 3-step model to give positive feedback?

Framework for Giving
CONSTRUCTIVE FEEDBACK

Constructive feedback is supportive feedback given to Members to help identify solutions to areas of weakness they might have. Therefore, it comes with positive intentions and is used as a supportive communication tool to address specific issues or concerns. Because constructive feedback is corrective in nature, you run the risk of stifling the motivation of your Members if the message is delivered poorly. To give constructive feedback, you can use a 3-step model known as the 3 E's which stands for: Expectation, Example, and Empower.

STEP 1. EXPECTATION

Restate the expectation.

STEP 2. EXAMPLE

Provide an example of how the expectation was not met.

STEP 3. EMPOWER

Work with the Member to develop a plan to empower them to resolve the situation. Ask powerful, open-ended questions to guide the conversation.

PUTTING IT ALL TOGETHER

Here is an example of using this model:

HM3 Jones, all HM3s are required to have this qualification within 12 months of reporting onboard (**expectation**). You reached your 12 months onboard two months ago and do not seem to be progressing towards completion (**example**). What is preventing you from completing this qual? What is your plan to complete your qual before your next EVAL? What can I do to help you meet this goal? (**empower**)

How could **you** use the 3 E's to give constructive feedback?