**Writing effective feedback**

When you put feedback in writing, it can be helpful to use the structure below. It ensures that you offer a comprehensive, well-thought out comment.

### Feedback structure

- **Positive comments**, focus on the Observation and Impact elements.
- **Constructive comments**, aim to give all four: Observation, Impact, Suggestion, Benefit.

### Observation

**What happened?**

### Impact

**What was the result?**

### Suggestion

**What could be done?**

### Benefit

**What would change?**

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**Positive comments (example)**

**Observation:**

“Your presentation was so clear and concise and I really liked the personal story you used as an example.”

**Impact:**

“I left the meeting feeling inspired about this team! It gave me the energy I needed to get through this tough week.”

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**Constructive comments (example)**

**Observation:**

“When you arrived 30 minutes late for the meeting last week and had to leave early, we had to recap what we had already covered.”

**Impact:**

“This caused us to lose focus and momentum when you arrived and then we missed your input on an important topic after you left.”

**Suggestion:**

“Perhaps from now on you could let us know when you have a scheduling conflict so we can reschedule our meeting.”

**Benefit:**

“This would ensure that we get the full value of your participation.”