



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

For positive comments, focus on the Observation and Impact elements.

For 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?

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."

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."

