



# F.E.E.D.B.A.C.K. Method

[www.pankajprason.com](http://www.pankajprason.com)

## Crafting the Quintessential Feedback: Introducing the F.E.E.D.B.A.C.K. Method

Feedback, when adequately given, can be a powerful tool for growth. However, not all feedback is equally valuable. The F.E.E.D.B.A.C.K. Method is designed to help individuals and organizations evaluate the quality and effectiveness of the feedback they receive. Here's how it works:

- **F - Factual:**

- Evaluation Point: Is the feedback based on verifiable facts or just opinions?
- Example: Instead of saying, "Your report was bad," a more factual statement would be, "Your report missed the sales data from Q2."

- **E - Explicit:**

- Evaluation Point: Is the feedback clear and direct, leaving no room for ambiguity?
- Example: "The colors in the presentation were too bright" versus "The neon green in slide 5 made the text hard to read."

- **E - Empathetic:**

- Evaluation Point: Is the feedback given with understanding and consideration for the recipient's feelings?
- Example: "I understand you were under time constraints, but there were several typographical errors."

- **D - Developmental:**

- Evaluation Point: Is the feedback aimed at helping the recipient grow, offering solutions or ways to improve?
- Example: "To avoid missing data, perhaps you can create a checklist for your reports."

- **B - Balanced:**

- Evaluation Point: Does the feedback provide a mix of positive observations along with areas of improvement?
- Example: "I liked the overall flow of your presentation, but the last section felt rushed."

- **A - Actionable:**

- Evaluation Point: Can the recipient act on the feedback given?
- Example: "Consider practicing your presentation once more to ensure smooth delivery."

- **C - Concise:**

- Evaluation Point: Is the feedback succinct, avoiding unnecessary fluff or distractions?
- Example: "Your report lacked Q2 data," instead of a long-winded story that eventually gets to the point.

- **K - Kind:**

- Evaluation Point: Is the feedback delivered respectfully and constructively?
- Example: "I know you've been working hard, and your report could be excellent with a few tweaks."

To evaluate feedback, one can go through the above points and score the feedback on a scale of 1-5 (1 being not at all and five being entirely). Feedback that scores high using this method will likely be constructive, effective, and beneficial for the recipient.

Implementing and promoting the F.E.E.D.B.A.C.K. method within an organization or team ensures that feedback remains a constructive and growth-oriented process.

