# **Delivering Negative Feedback**

# Coaching Blueprint

### **FUEL Your Session**

## Understand the

#### Frame the conversation



Set the context and the focus for the conversation

## current state



Help the coachee to gain awareness about themselves and what is currently happening

#### Explore the desired state



Help the coachee to identify and to think about the desired outcome. What's the end game?

#### Lay out a success plan



Help the coachee to explore the options and to create an action plan and next steps which will achieve the end goal

### **Power Questions**

- What is your understanding of the BEER structure and why should this be used when delivering negative feedback?
- Would you do anything differently next time you need to deliver negative feedback? If so, what and why?
- Did you need to gather any evidence to support giving this feedback? If so, what types of evidence did you produce?
- 10 How would you plan to give a particularly difficult or sensitive piece of feedback to a team member?

- Which team member did you identify? What was the negative feedback you needed to give? How did you do this using BEER?
- Since giving the team member the feedback, what have you noticed about them? What have they changed about their ways of working?
- How will you ensure that when you deliver negative feedback in future it is effective and changes are made as a result of this?
- 11 How would your approach to giving negative feedback change if you had to deliver it to the whole team?

- 3 How did the team member react to the feedback you gave? Were there any difficulties? What were they and how did you overcome them?
- How are you monitoring the team member's progress since delivering the negative feedback? Do you need to give them any more support?
- How would you manage a team member if after giving the feedback they didn't change their approach?
- 12 What does our organisation have in place to support you further if the feedback you have given isn't accepted?