CHECKLIST 3

Delivering Written Feedback

PURPOSE: *Check your purpose, structure and tone before putting feedback in writing, whether positive or constructive.*

Team member: *Enter name*	**Feedback type:** *Positive / Constructive / Both*	**Date:** *MM/DD/YYYY*

WHEN TO USE

Use this when providing feedback via email or written document. Written feedback is permanent and can be re-read many times, so get the structure and the tone right before you send.

BEFORE WRITING

- ☐ Determine if this should be written (or is conversation better?)
- ☐ Know your purpose: development, documentation, or both?
- ☐ Have specific examples ready
- ☐ Check your mindset: Are you helping them grow?
- ☐ Review recent conversations for context

STRUCTURE (SBI MODEL)

Situation	*Describe the specific context*
Behavior	*Describe observable actions (not interpretations)*
Impact	*Explain the effect of the behavior*
Future action	*Clarify what should happen next*

POSITIVE FEEDBACK

- ☐ Be specific about what they did well
- ☐ Explain why it mattered (impact)
- ☐ Encourage them to continue
- ☐ Connect to their development goals if relevant
- ☐ Send promptly after the achievement

CONSTRUCTIVE FEEDBACK

- ☐ State your positive intent: “I want to help you succeed”

- ☐ Be specific about the issue
- ☐ Separate behavior from person
- ☐ Explain impact clearly
- ☐ Suggest concrete alternative approaches
- ☐ Offer support: “How can I help?”
- ☐ Frame as teachable moment, not failure
- ☐ Balance with recognition of strengths

TONE CHECK

- ☐ Respectful and professional throughout
- ☐ Kind but direct (clarity is kindness)
- ☐ No sarcasm or passive aggression
- ☐ Assumes positive intent
- ☐ Shows you care about their growth

BEFORE SENDING

- ☐ Read it from their perspective
- ☐ Remove emotional language
- ☐ Verify facts are accurate
- ☐ Check that tone matches intent
- ☐ Consider: Will this help them improve?
- ☐ Decide: Should I discuss this in person first?

BEFORE SENDING — NOTES

Watch-Out: Written feedback is permanent and can be re-read multiple times. Make sure your words support their growth and your relationship.