

3-2-1-GO Feedback.

A simple structure for providing effective feedback.

How it works.

3 things you're doing well. 2 things you can still work on. 1 thing that can help you succeed.

DESCRIPTION 3-2-1-GO FEEDBACK.

How you deliver feedback is just as important as the feedback you are providing.

Do you sometimes find yourself tensing up before going into a feedback conversation? No matter whether we are the ones giving or receiving feedback, we often find the feedback process difficult since we are used to focus on issues and shortcomings, rather than on the positives.

The 3-2-1 Go Feedback approach is a structure that allows you to give feedback to others in a more constructive way by putting greater emphasis on the positive aspects of someone's performance. Whilst of course also addressing negative aspects, they are not communicated as criticism, but combined with clear action steps for the person how they can improve.

As always, balance is key. Yet, human behavioural psychology shows that people respond much better to positive rather than negative feedback. Thus, your feedback should always emphasise the positives a bit more by pointing out someone's strengths and helping them identify how to further develop their strongest skills, attributes and talents, instead of highlighting their weaknesses. This puts them into a better mindset and position to progress based on the confidence boost they receive through the encouraging feedback.

DESCRIPTION 3-2-1-GO FEEDBACK.

3 things someone is doing well.

Highlight the three biggest strengths or achievements of the person. Explain why you see certain characteristics or behaviours as strengths and share how you think they contributed to the persons' success. You can even use this moment as an opportunity to brainstorm ways how to amplify these strengths.

2 opportunities for them to improve.

Point out two things that you observed where you think the individual could have achieved even more (instead of saying what he/she could have done better). What went less well? What's the main weaknesses you perceived in their performance? Offer your ideas for improvement as suggestions (*"You might want to try doing it this way"*) rather than instructions (*"You have to do it that way"*) to open their minds to possible new ways of doing things, but allow them to choose which one is right for them.

1 thing they can do to become better.

What is the one thing the individual could focus on in order to improve their performance? This takes a little thought from you. For example, you may suggest to focus on enhancing one of the identified strengths, or improving upon an area of weakness. However, you can provide any other practical tip or key aspect to focus on that will help the person to achieve better results.

GO!

To foster positive behaviour change, highlight the benefits and better outcomes the person will experience if they do the one thing you suggested in the previous step.

3 Things someone has done well:

2 Things they can still improve:

1 Thing they can do to become better:

GO How this will enhance their performance: