

Ladder of Feedback Worksheet

Feedback for:

Feedback from:

The "Ladder of Feedback" can help us to establish a culture of trust and constructive support as we work with others. The Ladder of Feedback suggests the following sequence when providing feedback:

1. Clarify

Are there aspects that you don't believe you have understood?

- ensure that you're clear about what your colleague hopes to achieve by asking some questions or stating any assumptions you've made (i.e., "I wasn't sure if you meant that ..., but that's what I assumed, so now you can understand where my feedback is coming from.")

2. Value

What do you see that you find to be particularly impressive, innovative, strong?

- valuing builds a supportive culture of understanding and will help your colleague to identify strengths in their work that they might not have recognized otherwise
- valuing reminds your colleague of the parts of his/her work that should be preserved when making improvements
- expressing your appreciation for others and their ideas is fundamental to the process of constructive feedback
- stressing the positive points of the work and offering honest compliments sets a supportive tone

3. Offer Concerns

Do you detect some potential problems or challenges? Do you disagree with something?

- share your concerns, not as derisive accusations or abrasive criticisms, but as honest thoughts (i.e., "Have you considered . . ."; "What I wonder about is. . ."; "Perhaps you have thought about this, but . . .".)

4. Suggest

Do you have suggestions on how to address the concerns you identified during the last step?

- help your colleague make improvements by sharing your ideas on how he/she might revise their work (of course, there is no guarantee that your colleague will use the suggestions -- suggestions are not mandates, after all!)