

CARD Feedback Model



Effective feedback is providing information that is specific, timely and focused on improving someone's future performance. You should provide this type of feedback quickly and privately to help this person grow. Remember to focus on the Action (behavior) rather than the person's character, ask questions, listen to their perspective, and stay curious.

Team Member Name: _____

What is the specific behavior you want to address or reinforce?

<u>C</u>ontext	What is the situation? Explain the specific context surrounding the behavior. What was the challenge or goal? Be objective and avoid assumptions.	
<u>A</u>ction	What was the specific behavior(s) you noticed? Clarity is a gift, be specific to what you observed. Use statements such as "I noticed..." instead of saying "You did ...". Avoid judging when describing the person's actions.	
<u>R</u>esult	What was the impact of the behavior? What changed because of this? Make sure to directly connect the result to their action/behavior. Make sure the person understands the impact of their behavior.	
<u>D</u>evelopment	What is the path forward? Talk collaboratively on an action plan for future behavior with actionable steps and timeline. Ask open-ended questions to provide direction, understanding and an agreed upon growth plan.	

QUICK TIPS:

- Adjust your "**Development**" for their DISC style! For example: D's want results, I's want connection, S's want security, and C's want data.
- Review your notes before having the discussion to make sure your tone is neutral and supportive.