



BOOST Feedback Model

Effective feedback is based on observable evidence and is:

Balanced

Addresses both **positive and developmental** aspects, not just one or the other.

Objective

Looks at the **actions and behaviors** of someone rather than their personality.

Observed

Relates to **firsthand observations**, not just reports from others.

Specific

There are **specific, behavioral details** to the feedback, rather than vague statements.

Timely

Communication to the feedback receiver is shared at the **first opportunity**.



BOOST Feedback Model

Reflection questions:

Balanced

What information can I share that is relevant, thoughtful, and will have an impact on future performance results?

Objective

What information can I share that is based on descriptions of actions and behaviors?

Observed

What information can I share that is impartial and is a first hand account of witnessed performance (saw/heard)?

Specific

What information can I share that is detailed enough to help the receiver understand what was observed and how it impacted outcomes?

Timely

What can I do to share observations as close to the occurrence as possible in order to ensure the behavior and its impact can be repeated or corrected for the next time similar circumstances arise?