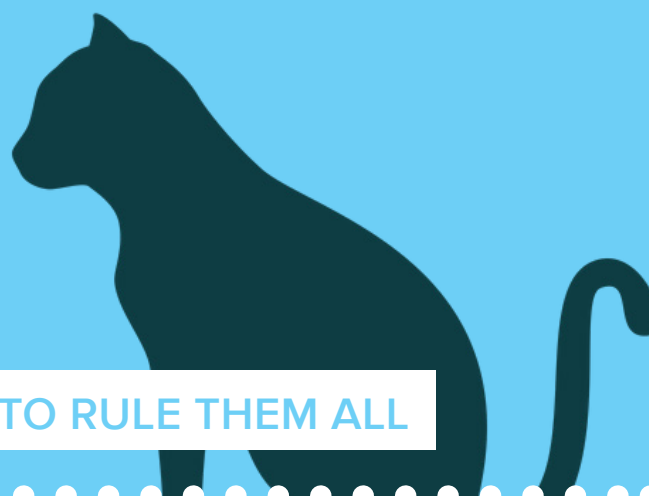


KATS with a K



THE ONE PEOPLE MANAGEMENT SKILL TO RULE THEM ALL

Practice these things and you'll build better relationships & get better results. Feedback should always be:

KIND



Whether laudatory or corrective, if it's not kind, then it's not useful (and unlikely to be well-received). Caring about staff as people – and their knowing and believing that someone cares about them – matters. When a context of caring is well-established, the context for receiving feedback is altogether different.

ACTIONABLE



To be worth the effort, feedback (good & bad), should be instructive. The person receiving the feedback should know what they can or should keep or stop doing to grow and improve. If someone can't act on it, then they're more likely to shrug it off as a platitude.

TIMELY



In order to be actionable (and kind for that matter), feedback must be delivered within reasonable proximity to the original behavior. *Best case*, feedback is delivered in real-time - or at least within the same day or couple of days so that the behavior, impact, and potential for change or reinforcement still exists.

SPECIFIC



The more specific feedback is, the more likely it is to be heard (and the more actionable it becomes). In order to be specific, it must be rooted in *behavior*. Naming what someone *did* makes it possible for them to know what they should keep or stop *doing*.