

# Sample Feedback Language



## Clarify the feedback comment, if unsure

- I'm not exactly sure what you mean.
- I'm not sure I understand what you're saying.
- I'm not clear what you mean.



## Verify or de-code the feedback comment

- It sounds like you're saying I need to make some changes. Is that right?
- So you're saying that I need to change the report. Is that what you mean?



## Ask for more specific feedback

- I don't quite understand. Can you clarify what you mean?
- It sounds like I misunderstood the assignment. Can you explain what you want?
- I see. Can you explain a bit more what you would like?



## Repeat / Summarize

- So this is what I understand...
- Based on what we talked about, I'll do the following...



## The sandwich approach

1. Overall, I liked your presentation. Specifically, X and Y were good.  
However,...P and Q could be improved.  
I think the team understood your approach.
2. You certainly did a great job with A and B. I especially liked...  
But you might want to reconsider how you did... There were a few problems with it.  
Overall, I think it's O.K.



## Signal negative or disappointing news

- Unfortunately...
- I'm afraid...
- To be perfectly frank with you...
- Sorry to say this, but...



## Reject an idea / offer a helpful suggestion

- I see what you're trying to achieve; unfortunately, that might not be the most efficient way. Could I suggest an alternative?
- I understand why you might want to do that, but have you thought about doing it another way?
- Your idea would be great in normal circumstance. In this case there are other issues to consider. Can I offer another approach that might solve this problem?



## Give suggestions to change performance (instead of criticizing):

- You might want to try...instead
- Have you considered this option?
- Perhaps you could...instead
- If I were you, I might try...instead
- It might be a good idea to...instead.
- Have you thought of doing...instead?
- Another idea worth considering is...
- Another way of doing it might be to... Have you thought of that?



## Signal your negative response to a feedback inquiry

- That's not exactly what I had in mind. What I would have preferred is...
- I probably didn't explain it very well. What I need is...
- That's not quite what I was looking for. What I was looking for was...
- That's not really what I was expecting. I was expecting...instead.

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