

## Feedback Planning Template

a companion piece to the 6/9/26 webinar FEEDBACK THAT FUELS PERFORMANCE by the NonProfit HelpDesk, part of JCCGCI

### “FAIR” Feedback Formula: **Frame, Ask, Inform-Impact-Intent, Recap-Reassure**

	Step	Description	Examples	Your Notes/Plan
<b>F</b>	<b>Frame</b>	Set tone and overall message. Create context for the feedback.	<i>You are greatly valued. Let's build on what you're already doing to grow even further...</i> <i>I want you to succeed...</i> <i>Let's discuss how together we can get your performance to where it needs to be</i>	
<b>A</b>	<b>Ask</b>	Encourage them to share their assessment. Probe with coaching questions if necessary.	<i>What went well, and what could have been gone better?</i> <i>What results did you expect?</i> <i>What would it have looked like if it was successful?</i> <i>What did you learn from this project?</i>	
<b>I</b>	<b>Inform-Impact-Intent</b>	<b>Inform:</b> specific behavior (what) <b>Impact:</b> why it matters to the organization (so what) <b>Intent:</b> going forward (now what)	I questions: <i>I noticed, I saw, I was surprised</i> Impact: <i>This makes a difference to/because</i> Intent: <i>What are the next steps? By when?</i>	
<b>R</b>	<b>Recap-Reassure</b>	<b>Recap:</b> Review discussion and agreements. Cover next step(s), including yours. Document, best if done by the employee. <b>Reassure:</b> offer encouragement, repeat the overall framing.	<i>Let's work on getting even stronger...</i> <i>... a serious issue, but it's something you can do...</i> <i>You have what it takes to get this right/better.</i> <i>...looking forward to seeing you nail it next time.</i> <i>I know you can do it and I'm here to help</i>	

For a recording of the webinar and accompanying slides, see “Past Events” at:  
<https://www.jccgci.org/our-services/management-support-systems/the-nonprofit-helpdesk/>