



# Employer's Toolkit

## Feedback and Coaching

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Giving and receiving feedback is a great way to help your intern grow and develop. Feedback is necessary and for the most part should be positive as this will help to encourage your intern and give them confidence. Sometimes feedback can be hard, especially if it needs to be a little bit more constructive. The idea of this template is to help you deliver fair feedback so that your intern can grow, develop and welcome receiving it.

2

Remember, you should encourage and empower your intern/s to give you and the organisation feedback too. Having a fresh perspective is a super way to make positive change where needed.

3

Feedback is the fastest way to help people improve in their role, how we deliver feedback is important. It helps reinforce the good that people are doing but lets them know how they can step up in certain areas.



SUMMER  
OF TECH

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The biggest things that will ultimately help giving feedback-

### GET TO KNOW YOUR INTERN

When you understand what motivates them, how they operate, and the struggles they are potentially facing the conversation will become easier

### WORK ON A WEEKLY PLAN

When expectations are set you will have plenty to refer back to

### SET GOALS

Set clear weekly goals that will motivate the intern but again will give you things to talk to them about, positives and anything constructive

### HAVE REGULAR CHECK-INS

This way there should be no surprises if you're regularly talking

### PLAN THE FEEDBACK

Take the time to think about, or note down what you would like to say



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### Feedback tool - SBIQ

**Situation-** Start by outlining the situation or piece of work you would like to talk to the intern about. Remember this can be a really positive thing you want to talk about

**Notes-**

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**Behaviour-** Outline any behaviours you observed or something that perhaps did not go to plan - keep in mind that feedback can also be positive. Maybe here you will be outlining something awesome

**Notes-**

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**Question-** Once you have given feedback, use questions to move into a constructive conversation or questions to understand their thought process and how they can showcase their great work to the rest of the team

**Notes-**

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**Impact-** Explain the impact of the behaviour on you or the team or the impact of something not being completed as an example or a really positive impact

**Notes-**

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