

# AWS Feedback AID

## Action

### Identify the issue:

- Support with examples
- Focus on the behaviour, not the person
- Be specific, focus on facts and observations
- Accept your part in the problem

## Impact

### Describe the impact of the action/behaviour:

- Describe the effect on the team and/or you (feelings, workload, credibility, etc.)
- What were the outcomes (intended and unintended)
- Avoid use of extremes like “always” and “never”

## Decide

### Check-in to clarify, confirm, and decide how to move forward:

- What is their point of view?
- Give them an opportunity to respond
- Ask how you can help
- Work together to create a plan to move forward