

Receiving Feedback

Gratitude

Good feedback is a gift
to be valued

Listening

Take it as it is
Listen thankfully and with
the desire to learn
Don't justify yourself
Don't attack the feedback provider

Participating

Ask open questions like:
"*When did this happen?*"
"*What exactly do you mean?*"
Sincerely thank the feedback provider

Processing

To accept feedback is voluntary
Give yourself time to reflect
Only you decide what to accept and act upon

Giving Feedback

Example

Describe, as precisely as possible,
what you observed
in one particular situation.
What events transpired?
What did you see, hear?

Effect

Describe how you personally
experienced the situation,
its impact on you,
and how you felt during it.

Change

Make a clear request:
Include a way that he or she
could behave differently in such a situation,
from your perspective.

For the Sender:

Rules of Feedback

... be Descriptive & Precise, Helpful and Timely



Be Descriptive & Precise

If possible, start with something positive about the situation.

Describe briefly, neutrally and accurately what you observed: what you saw, heard.

Don't evaluate, judge or interpret behaviour. Avoid bad/good, right/wrong.

To introduce your critique use "and" instead of "but".

This message is subjective, so use "I" messages. Not: "someone", "we", "it", "you".

Remain specific, don't generalize ("always", "never", "we all" ...)

Focus, don't start a character analysis.

Be Helpful

Aim to offer the receiver something that can help him or her to improve.

Provide suggestions for improvements, instead of just saying "please change."

If needed, provide helpful strategies.

Your request should be realistic: the change should be possible.

Be Timely

Do it while it's fresh in the mind, while the memory is still clear for both of you.

Feedback is most valuable immediately, ex: to reduce destructive behaviour early.

Provide feedback often and regularly

*"No organizational action has more power
for motivating employee behaviour change
than feedback from credible work associates."*

-- Mark R. Edwards

"Feedback is the breakfast of champions."

-- Ken Blanchard