

Giving Feedback

When giving Someone Feedback

1. Check your motivation. Why do you want to give the feedback?
2. Be clear about what you want to say in advance.
3. Be specific. Generalities don't help someone to learn.
4. Focus on behaviours and observations. Do not evaluate or interpret.
5. Leave people with a choice. It is their right to accept or reject what you say.
6. Use "I" statements. Own what you say. It is your opinion.
7. What does the feedback tell you about yourself? About your values? About your ideas?
8. Time it carefully. Give feedback as soon as possible, but only when conditions are right. Is the person able to see now?
9. Before giving feedback, ask yourself "Do I really have something useful to say? If so, does the other person want to hear it? If yes, is this the right time to say it?"
4. Encourage people to give you feedback. Ask them directly for feedback that you need.
5. Thank the person. They have given you the opportunity to learn more about yourself.
6. Decide what you want to do about what you had heard, and how you will go about it.
7. Remember: There is no failure. Only feedback.

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When receiving feedback

1. Listen openly. It is a much needed opportunity to learn about yourself.
2. Be sure you understand precisely what is being said. Repeat it back and ask questions.
3. If you are not sure of its validity, check it out with other people.