

Learn & Grow

Effective Feedback Guide

Giving Feedback

- Focus on behaviors and not on personal characteristics; focus on what the other person can control.
- Include specific examples of what the person did or said.
- Provide feedback as soon as possible after an event.
- Provide feedback on a regular basis.
- Ensure feedback is accurate, fair, honest, and straightforward; be compassionate, but do not sugarcoat major concerns.
- Seek to provide more praise than criticism; focus on strengths rather than dwell on weaknesses.

Receiving Feedback

- Instead of waiting for feedback, ask for advice in advance for how to perform more effectively; **“feed forward”** is easier to give and receive than feedback.
- Ask for feedback frequently and always thank the person giving the feedback, regardless of whether you agree; look for what is useful or right about the feedback, even if you think some aspects are wrong.
- Recognize when you are receiving feedback; ask clarifying questions if needed to better understand the what the person giving the feedback is trying to communicate.
- Separate the message from the messenger, don't dismiss feedback just because you don't like or respect the source.
- Be honest about your reaction to the feedback; keep it in perspective and seek support if needed.