GIVING & RECEIVING FEEDBACK

What is feedback? It is information that we receive from another person.

- Although often perceived as negative, feedback can be instrumental to our success. “Constructive feedback” tells us where or how we can improve.
- Feedback is usually verbal. Through body language it can be non-verbal.
- Because our self-image can suffer from less than positive feedback, it’s important to keep an open mind and not tune out the messenger.
- Nobody is perfect and learning is part of living. Remember when you learned to ride a bike? Feedback helped you know what you were doing right before you could fly down the road.

Feedback tips for the messenger:

- **Create** a safe environment so that questions or concerns can be addressed.
- **Explain** the purpose and positive intent of feedback.
- **Be clear** on the desired outcome or expectations.
- **Focus** on the future while not criticizing past actions.
- **Identify** specific content to praise work well done and provide guidance for areas that need improvement.
- **Encourage** discussion and open dialogue. Make feedback a two-way, shared activity.
- **Allocate** sufficient time to give feedback and be sure it’s in a confidential setting.
• Develop an action plan with follow up conversations. Identify goals and specific objectives with a realistic timeline for completion. Indicate criteria for success.
• Check for understanding by asking and responding to questions, clarifying and rephrasing when necessary.
• Meet periodically to check in with one another and review progress.
• Provide support materials, strategies, classes or training to achieve desired goals and to improve performance.
• Help engage, motivate and support the person.
• Reinforce accomplishments.

We all need people who will give us feedback. That's how we improve. --- Bill Gates

If you don't get feedback from your performers and your audience, you're going to be working in a vacuum. --- Peter Maxwell Davies

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