Giving and Receiving Feedback

Giving and Receiving Feedback

- Guidelines For Constructive Feedback
- Knowing How to Give Effective Feedback
- Knowing How to Receive Feedback

Guidelines For Constructive Feedback

- Acknowledge the Need for Feedback
- Give Both Positive and Negative Feedback
- Understand the Context
- Provide Definitions
- Use a Common Language

Guidelines For Constructive Feedback

- Don’t Assume
- Focus on Behavior Rather than People
- Know when to give Feedback
- Know how to give Feedback

Knowing How To Give Effective Feedback

- Be Descriptive
- Be Objective
- Don’t Use Labels
- Don’t Exaggerate
- Don’t be Judgmental

Knowing How To Give Effective Feedback

- Speak for Yourself
- Talk First About Yourself, Not about the Other Person
- Phrase the Issue as a Statement, Not as a Question
- Encourage People to Change

Knowing How To Give Effective Feedback

- Restrict Your Feedback to Things You Know for certain
- Build Trust
- Help People Hear and Accept Your Compliments When Giving Positive Feedback
- Feedback Sandwich – Wikihow

Knowing How To Give Effective Feedback

- Follow

C

R

C

Knowing How To Give Effective Feedback

C - Commend

R - Recommend

C - Comment

Knowing How To Receive Feedback

- Breathe
- Listen Carefully
- Ask Questions for Clarity
- Acknowledge the Feedback
- Acknowledge Valid Points

Knowing How To Receive Feedback

- Don’t be Defensive
- Try to Understand the Other Person’s Objectives
- Take Time Out to Sort Out What You Heard
- Thank You

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x = independently organized TED event

How to Be Constructive	Explanation
Think through your suggested changes carefully.	Many business documents must illustrate complex relationships between ideas and other information, so isolated and superficial edits can do more harm than good.
Discuss improvements rather than flaws.	Instead of saying "this is confusing," for instance, explain how the writing can be improved to make it clearer.
Focus on controllable behavior.	The writer may not have control over every variable that affected the quality of the message, so focus on those aspects the writer can control.
Be specific.	Comments such as "I don't get this" or "Make this clearer" don't give the writer much direction.
Keep feedback impersonal.	Focus comments on the message, not on the person who created it.
Verify understanding.	If in doubt, ask for confirmation from the recipient to make sure that the person understood your feedback.
Time your feedback carefully.	Respond in a timely fashion so that the writer has sufficient time to implement the changes you suggest.
Highlight any limitations your feedback may have.	If you didn't have time to give the document a thorough edit, or if you're not an expert in some aspect of the content, let the writer know so that he or she can handle your comments appropriately.