

GIVING FEEDBACK

WHAT IS FEEDBACK?

Feedback is giving back to someone with the effect of his or her behavior or performance. This is valuable to receive if you want to improve yourself or your results. Feedback can be phrased positively or constructively. Positive feedback, or expressing appreciation, helps to reinforce existing, desired behavior, constructive feedback, which deals with what is not yet going well, helps to change behavior.

HOW TO GIVE CONSTRUCTIVE FEEDBACK

Take care when giving feedback. Do it with a positive intention to help the other person develop or to improve an undesirable situation. Choose an appropriate time, make time for it and find an appropriate location, where you can talk undisturbed.

Giving feedback steps:

1. **GOAL:**
Describe concrete observable behavior
2. **FEELING:**
Describe how this makes you feel (Angry, Happy, Scared, Sad)
3. **IMPACT:**
Name the effect the behavior has on you
4. **HEARING:**
Check if the message comes across well
5. **DESIRED:**
Describe your tip/alternative/expectation
6. **JOINT EFFORT:**
Explore the solution together

Receiving feedback:

1. **LISTEN**, don't get defensive
2. **CONSIDER** (what do you understand, what don't you,).
3. **QUESTION** ask for clarification if necessary
4. **REACTION** indicate what you think about the other person giving you feedback.

CONDITIONS DURING FEEDBACK TO INCREASE EFFECTIVENESS

1. Give your feedback as soon as possible after it occurred
Make sure that what you are giving feedback on is current so that the other person knows what you are talking about.
2. Describe concrete and specific behavior (what do you really see)
Describe behavior and not the person.
For example: "tell me a little more about yourself" instead of "you are an introvert".
Observations and not interpretations
For example: "you say little" instead of "you say little because you are afraid".
3. Use an I message (I....instead of you always do.... We think you....)
4. State what effect(feeling) that behavior has on you
Descriptive and non-judgmental, describe what is actually happening not what judgment you place on it. Be personal and refer to the receiver
For example: "you make me enthusiastic" instead of "you make people enthusiastic".
5. Let the other person respond
Does he/she recognize this....
6. Explore solutions or backgrounds together
Mirror and not advise, offer information, don't force it.
7. Give your feedback, one thing at a time.
Don't save until you have a whole laundry list. If you have several things to give back, choose the one that is most important for your collaboration at this time.