Feedback is....

A learning opportunity.

Someone's opinion of your behaviour,
- What is good.
- What should change.

Giving Feedback

Example/Facts

- Tell the person what they did.

Give them facts.

Effect/Feelings

- Tell them the effect of their action on you.

Share your feelings.

Counsel Change

- Encourage ideas on how to

Change behaviour

Receiving Feedback

Listen -   Actively listen to what is being said.

Clarify-   Ask questions if you don't understand.

Thank the giver for the feedback.

Discuss -   What you want to do with the feedback

Create a good Feedback Environment

Timing - As close to the event as possible.

Medium - Face to face.

Person - How receptive will they be?

Quantity - Don't overload.

Giving Feedback

- Be objective
- Be honest
- Focus on a few key issues and strengths
- Be specific in the points made - don't be ambiguous , or over generalize
- Make sure you can support your feedback with facts and examples
- Be constructive where improvement is required - help the receiver find solutions
- Explain why improvement is necessary
- Understand the impact your feedback will have and use that understanding to guide you through how to deliver the feedback
- Praise good performance
- Compare performance to that of contemporaries

  Balanced

  Observed

  Objective

  Specific

  Tactful

Receiving Feedback

- Listen quietly without interruption
- Reflect back - summarize your understanding of the point
- Explore - try to understand, clarify the points
- Ask for more information
- Express your honest reactions - including your emotions

What happens to people when they receive NEGATIVE feedback:

Shock
Anger

Rejection

Acceptance

Feedback is a reflective process that should occur following every action and provides information necessary for management to create an environment of continuous improvement and learning and an agile organization that can adjust to changing circumstances.