



# Feedback:

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Wheaton's law - Don't be a jerk



# Observations, not judgement <sup>1</sup>

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- ★ Identify the issue.
  - Don't try to fix it.
- ★ Explain how the issue impacts the work.
- ★ Explain how the issue impacts you, without blaming.

*"I noticed that the lift is not stopping at the location we expected. We expected it to stop at this point. It is difficult to do X if the lift doesn't stop at this point."*

# Offer suggestions <sup>1</sup>

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- ★ Offer positive and specific suggestions to alleviate the issue at hand.

*“Would it be possible to adjust the lift to make it stop between these two points?”*

*“Could you modify the lift to add this specific stopping point without damaging the lift motor?”*

# Give positive feedback <sup>2</sup>

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- ★ Give feedback on the smallest improvement, be specific.

*“The lift is stopping exactly where we need it to.”*

*“This image is what we’ve been looking for to put on the award package cover.”*

*“Having this test code done allows us to move forward with autonomous.”*

# Ask why and ask for solutions <sup>2</sup>

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- ★ Ask why the issue arose,
  - Without judgement.
- ★ Ask what can be done to solve the issue.

*“Do we know why we went out of alignment on the wheels?”*

*“How can we ensure the wheels stay aligned, especially after a hard hit?”*

# Seek permission before giving feedback <sup>2</sup>

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- ★ This helps a person prepare for feedback and not feel blindsided or attacked.

*“Can I tell you something I noticed?”*

*“Is this a good time to tell you what I noticed?”*

*“Is it ok to tell you an issue I see?”*

# Feedback is two way - Receiver <sup>2</sup>

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- ★ Be willing to listen to feedback and try to see the issue described
  - Try not to get defensive.
  - It's ok to explain your thought process, after hearing the issue described.
  - Don't give up (roll over), but be willing to let go if a better solution arrives.

# Feedback is two way - Receiver & Provider <sup>2</sup>

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- ★ Listen with detachment.
  - Mentally remove your ownership temporarily.
  - Give yourself a moment, breathe, before responding.
  - Think what would be most beneficial for what the team is trying to do.



# Feedback is two way - Provider <sup>2</sup>

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- ★ Be kind.
  - Approach feedback with a positive attitude.
  - You're not here to "win", you're here to help.
- ★ Let the person who received the feedback explain their approach.

# Feedback is two way - Provider <sup>2</sup>

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- ★ Be open to the reasons why the approach was taken.
  - Let the person finish their explanation.
  - Listen to and evaluate the reasons presented.
- ★ Try to arrive at a mutually acceptable solution for all issues and dependencies raised.
- ★ If necessary, involve a neutral third party to help resolve issues.

# remember

We are all HAWKS!

Hawk Yeah!

# References

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1. <https://lifehacker.com/5915687/how-to-give-criticism-without-sounding-like-a-jerk>
2. <https://futureofworking.com/5-examples-of-constructive-criticism-in-the-workplace/>