

Thursday's Pete's Lecture

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C00325055

Feedback

Definition

Are the information people receiving about their performance, conveys and evaluation

7 Points of good feedback

- Use PIP method – Need to be actionable
 - Positive Improvement Positive
 - Establish good attitude
 - Outline our desired improvement
 - Super-Size our sandwich
- Recommendations
- Don't make assumptions

Sandwich

1. Positive comments
 2. Give Praise
 3. Compliments
 4. Give the criticism
-
- Give specific advice about any action points or changes your require
 - Use “I” rather than “you” it shows control without being

Problem with the sandwich

- Compliments are often throwing away generic remarks
- Less time spent on meat
- Misinterpreted by some as positive feedback
- Good:Bad
- 2:1

Focus on the situation

- **Not The person**
- **Avoid personal attack**
- **Describe the results rather than Individual's actions**
- **Never mention bad character traits**
- **Use the passive voice**

Be specific

- **Don' be vague**
- **Don't be generic**
- **Don't be subjective**
- **Do mention specifics**
- **Do break it into key points**
- **Do use examples**

Comment on thing which can be actioned upon

- **Focus on what ca the can do**
- **Focus on things they control**
- **Be aware of immovable objects & unstoppable forces**

Give recommendations how to improve

- **Be specific**
- **Explain the rationale**
- **Be supportive**

Avoid General feedback

- **Positive**
 - **No better than “good dog”**
 - **No change**
- **Negative**
 - **No better than “bad dog”**
 - **Change what?**

Timely

- **Don't wait till December to make annual review**
- **Recent past / clear memory**
- **Little and often**

- **Informal setting**
 - **Be ready**
 - **Opportunity knocks**
 - **Discrete**

Don't make assumptions

- **About the domain**
- **About the person**
- **About your importance**
- **Their**
 - **Reaction**
 - **Involvement**
 - **Commitment**

Reaction to – feedback

- **Problem solving**
- **Improvement**

- **Retaliation**
- **Exit**
- **Neglect**

Getting Constructive Criticism

- **Stop your first reaction**
- **Pause for a second**
- **Don't make a face**
- **Don't sign**

- **Remember the benefits of getting feedback**
 - **Improve your skills**
 - **Increase your worth**
- **Listen**
- **Understand**
- **Try to see their viewpoint**
- **Assume the best intention**
- **Don't question or rebuff**

- **Say “Thank You”**
- **Realise how hard it is to give honest feedback**
- **Say “Thank Your” properly and mean it**
- **Ask questions**
- **Fully understand problem**
- **Seek specific examples**
- **Recognise solutions**

Getting Constructive Criticism 2

- **Follow up if needed**
- **Check for positive change**
- **Recognise repeating pattern**
- **Seek Training**
- **Seek help**

Seeking Feedback

- **Other opinion**
- **Affirmation**
- **Desire to git gud**
- **Lack of self confidence**
- **Another opinion**

Desperately Seeking Feedback

- **Small volume**
- **Self-contained**
- **Minimise their workload**
- **Code review???**

