



JOHNS HOPKINS

WHITING SCHOOL
of ENGINEERING



Constructive Feedback

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- Recognize the value of giving both positive and negative feedback
- Understand that feedback is vital to any organization committed to improving itself
- Accept that giving and receiving feedback is part of the organization's culture
- Giving positive and negative feedback forces you not to take good work for granted

Characteristics of Feedback

- Know when to give feedback
- Understand the context
- Be sure to provide an opportunity for the person to respond
- Know how to give and receive feedback



Know How to Give and Receive Feedback

- Be descriptive; relate the feedback to the event or circumstances
- Do not use labels such as "immature," "unprofessional," or "irresponsible"
- Do not exaggerate
- Don't be judgmental or use words like "bad," "worst," or "should"
- Talk first about yourself
- Phrase the issue as a statement rather than a question
- Listen carefully and do not interrupt
- Ask questions for clarity and inquire about specific examples
- Acknowledge the feedback and paraphrase
- Acknowledge valid points
- Take time to sort out what you have heard