

Giving & Receiving Feedback

2 Primary Types of Feedback

1. **Positive Feedback** – focuses on identifying the receiver's strengths and can involve offering praise and encouragement.
2. **Constructive Feedback** – Pointing out areas where the listener could make improvements of which he or she might not be aware of. Delivering constructive feedback involves finding a balance between pointing out areas for improvement and making suggestions for the future.

Suggestions for Offering Constructive Feedback

- Ask permission
- Be clear, specific, and provide examples
- Less is more
- Incorporate positive feedback whenever possible
- Focus on observation rather than inference or assumption
- Take ownership of the feedback
 - Use "I" Statements
- Be mindful of your timing
- Solicit feedback from the receiver

Suggestions for Receiving Feedback

- Pause and consider the meaning of the feedback
- Clarify understanding (paraphrase)
- Share your reaction
- Thank the other for the feedback

Time to Practice

It takes practice to develop the ability to effectively deliver both positive and constructive feedback. Throughout the next week, practice offering feedback to at least one person each day. Use this worksheet as a tool for documenting and monitoring your progress.

The person I offered feedback to _____

Day and time: _____

Type of feedback (circle): Positive Constructive

Rate how effectively you think you were at delivering the feedback:

	Not Well		Fair	Excellent	
Focused on observation rather than inference	1	2	3	4	5
Took ownership of the feedback	1	2	3	4	5
Were mindful of your timing	1	2	3	4	5
Offered feedback that was clear, specific, and provided examples.	1	2	3	4	5
Solicited feedback from the receiver	1	2	3	4	5

Notes: Use the space below to reflect on why you rated yourself the way that you did above. What did you do that was effective? Identify areas of growth or improvement.
