Giving and receiving feedback

9 Jun. 2021
eScience Academy

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1. Why feedback

2. Giving feedback

   • I-I-You

   • Open questions vs closed comments

   • Directive vs non-directive comments

3. Receiving feedback

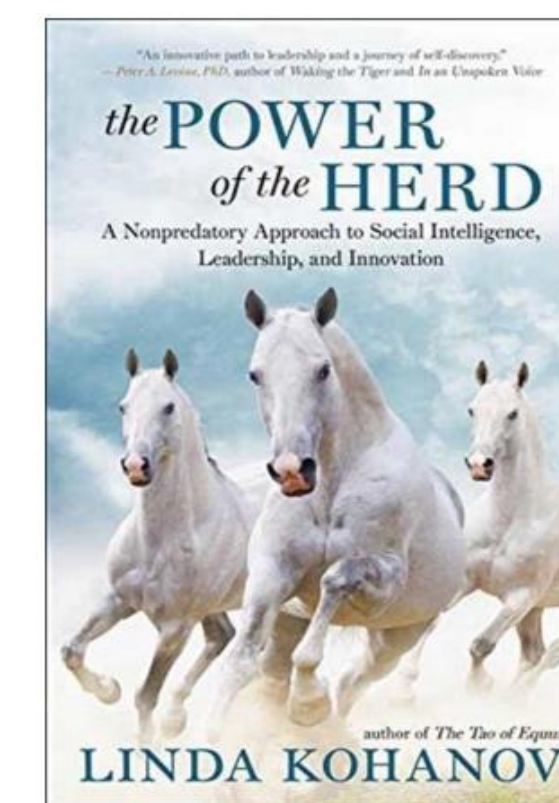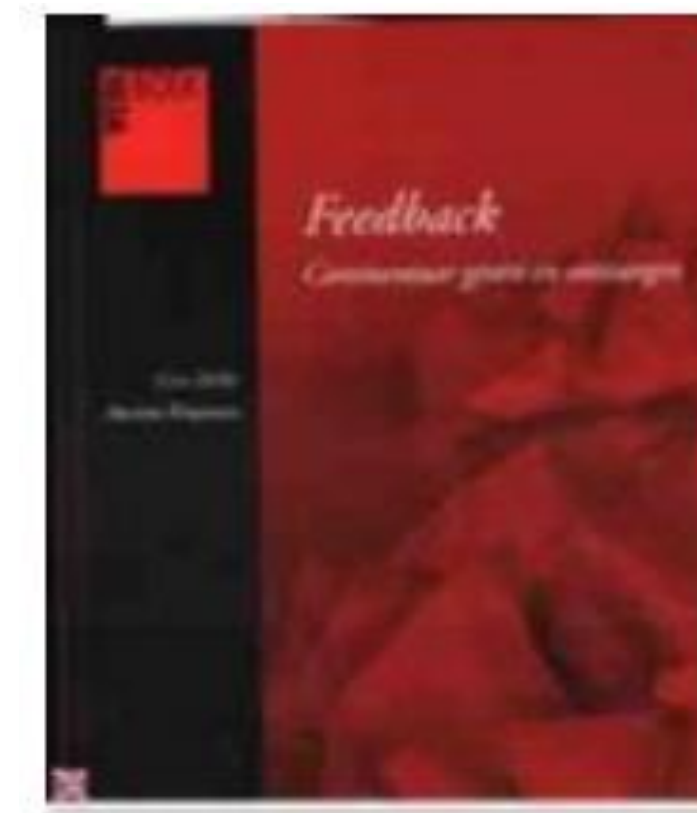4. Other tips!

5. Discussion

Disclaimer:

Content from summer bootcamp 2018, University of Twente

Coen Dirkx,
Marieta Koopmans   Axelle de Roy   Linda Kohanov

- Code review

- Paper review

- Presentation feedback

- Workshop feedback

- Shopping review

- ...
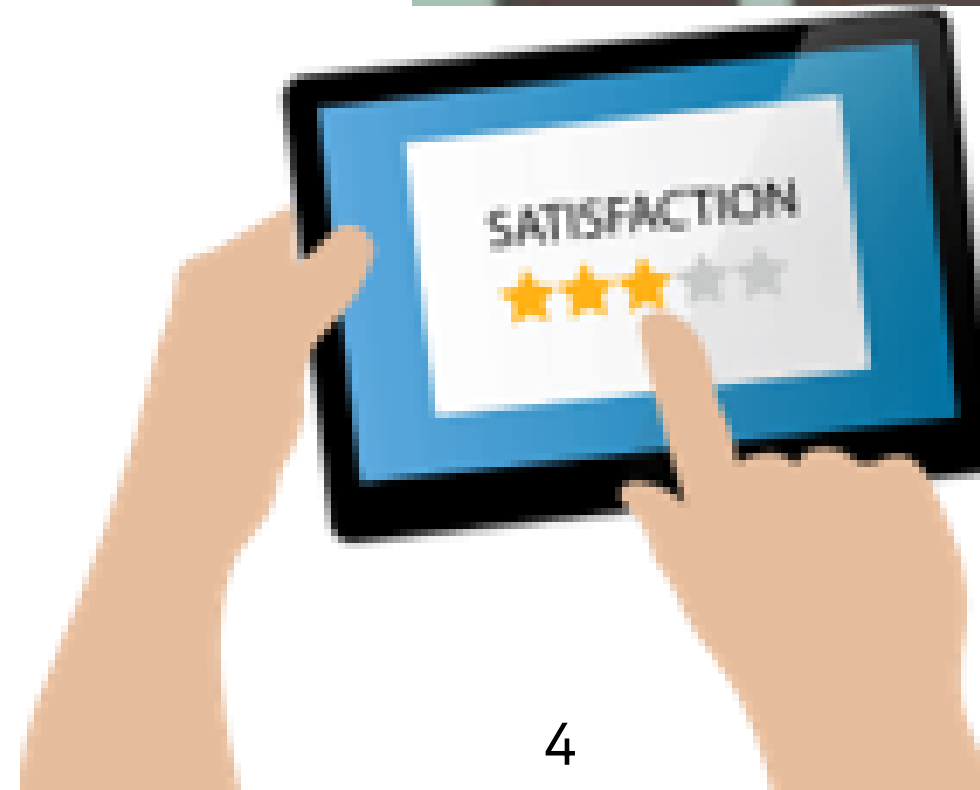
1. Why feedback?

by getting comments we can learn and improve.

Main functions of feedback

- Stimulate positive behavior

- Correct behavior

- Clarify relationships between people

2. Giving feedback

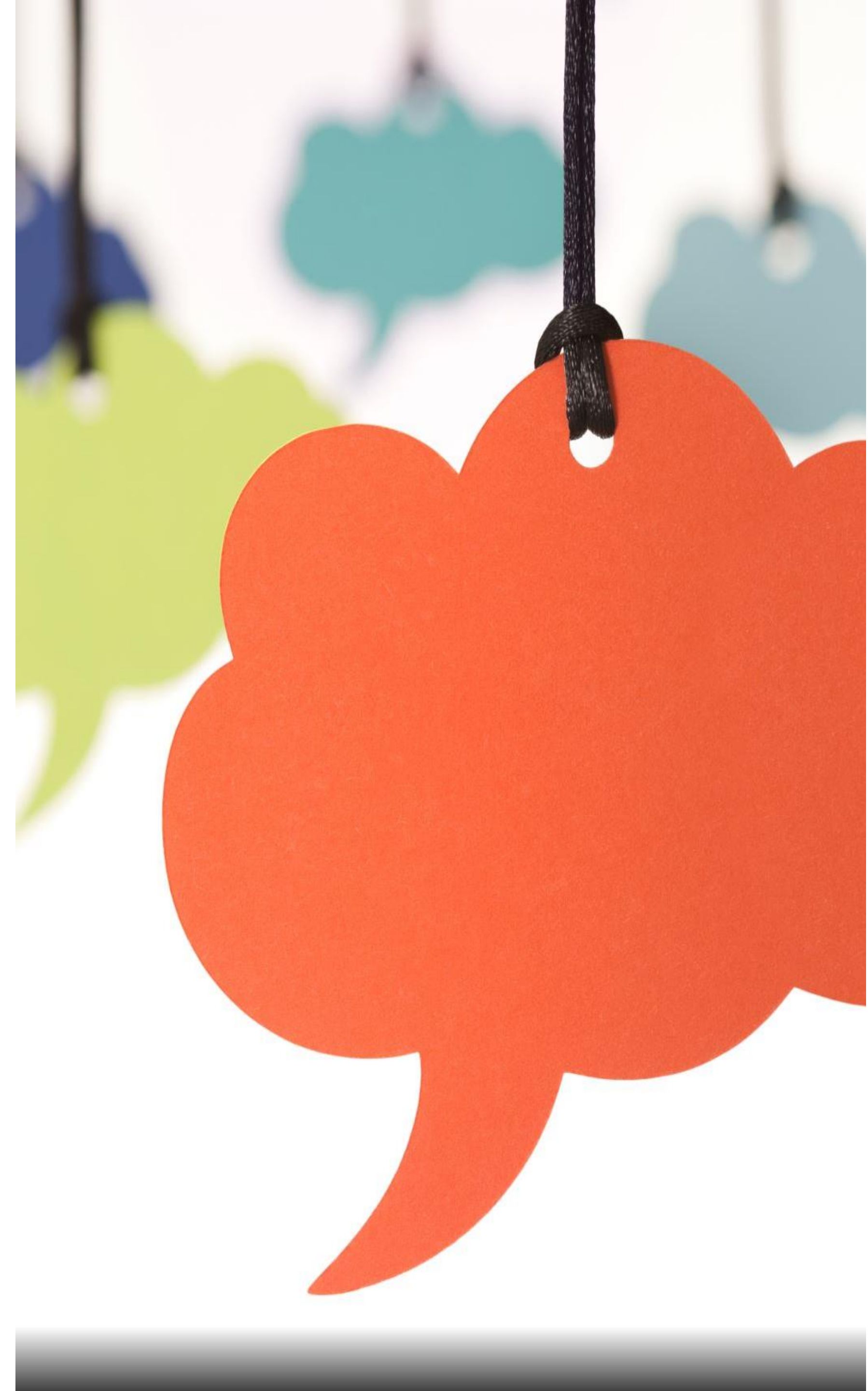1. Ask if the other wants feedback

2. Giving feedback

1. Ask if the other wants feedback

2. Keep the feedback specific and 'to the point'

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3. Use I-I-You with open and non-directive messages

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4. Give positive as well as constructive feedback; in other words, move from strengths to weaknesses

2. Giving feedback

1. Ask if the other wants feedback

2. Keep the feedback specific and 'to the point'

3. Use I-I-You with open and non-directive messages

4. Give positive as well as constructive feedback; in other words, move from strengths to weaknesses

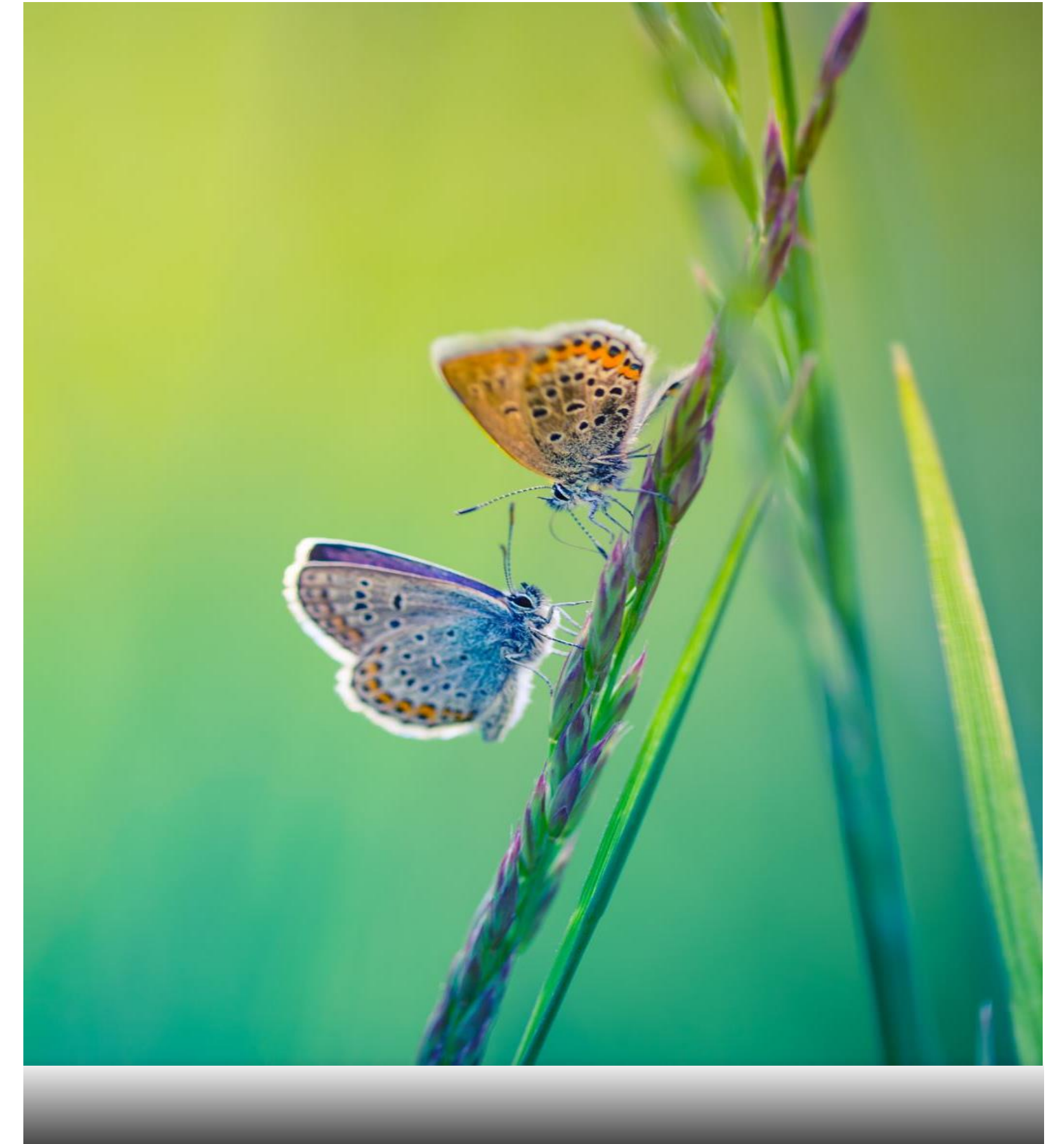5. Choose a proper place to give the feedback

11

I: Describing which behavior I have observed
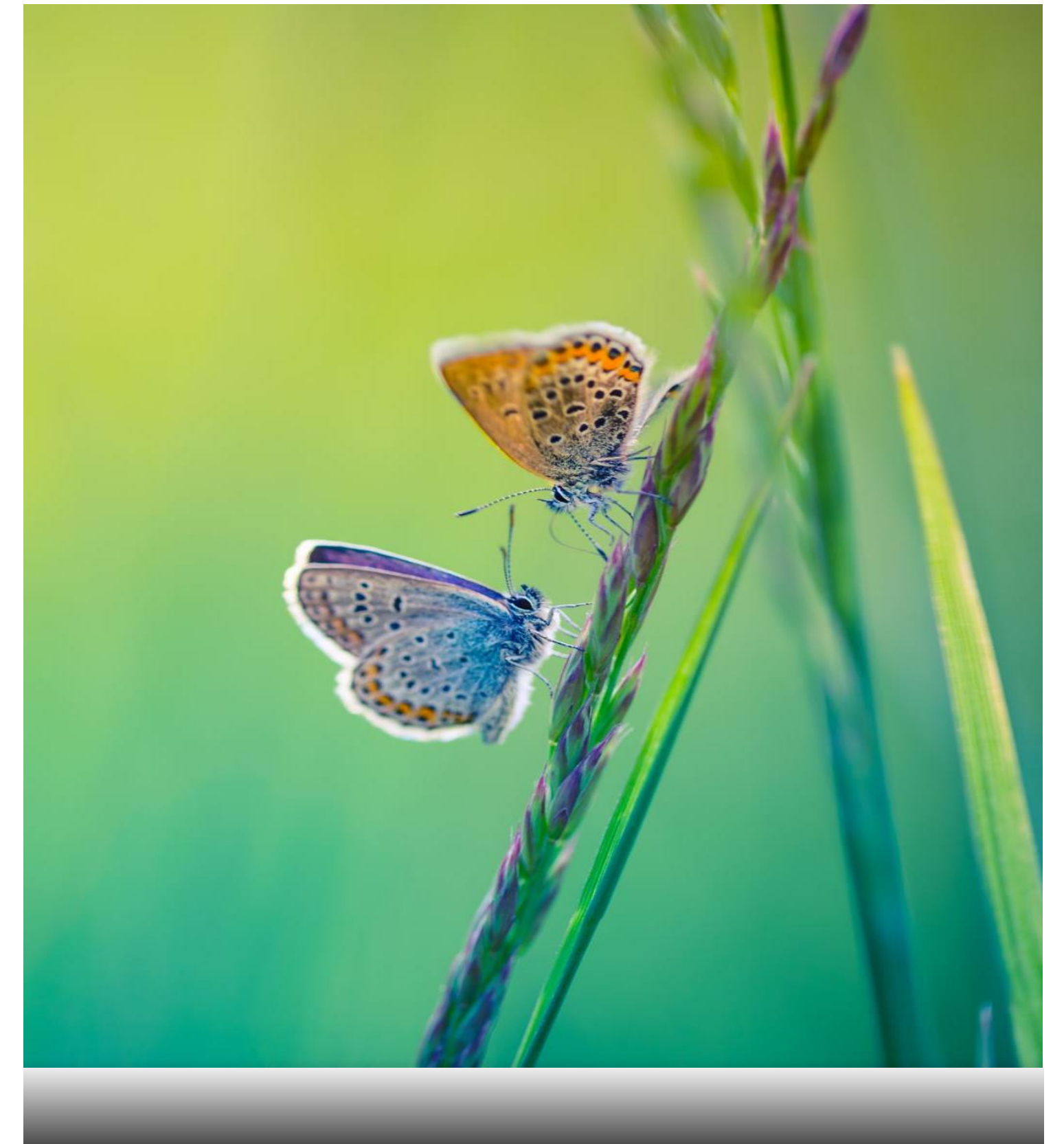- if I understood …
- I notice …
- I see ...

I-I-You

I: Describing which behavior I have observed
- if I understood …
- I notice …
- I see ...

I: Indicating which effect this behavior had on me

- What feeling did this cause?

- How did it affect me?

- What was my response?

I-I-You

I: Describing which behavior I have observed
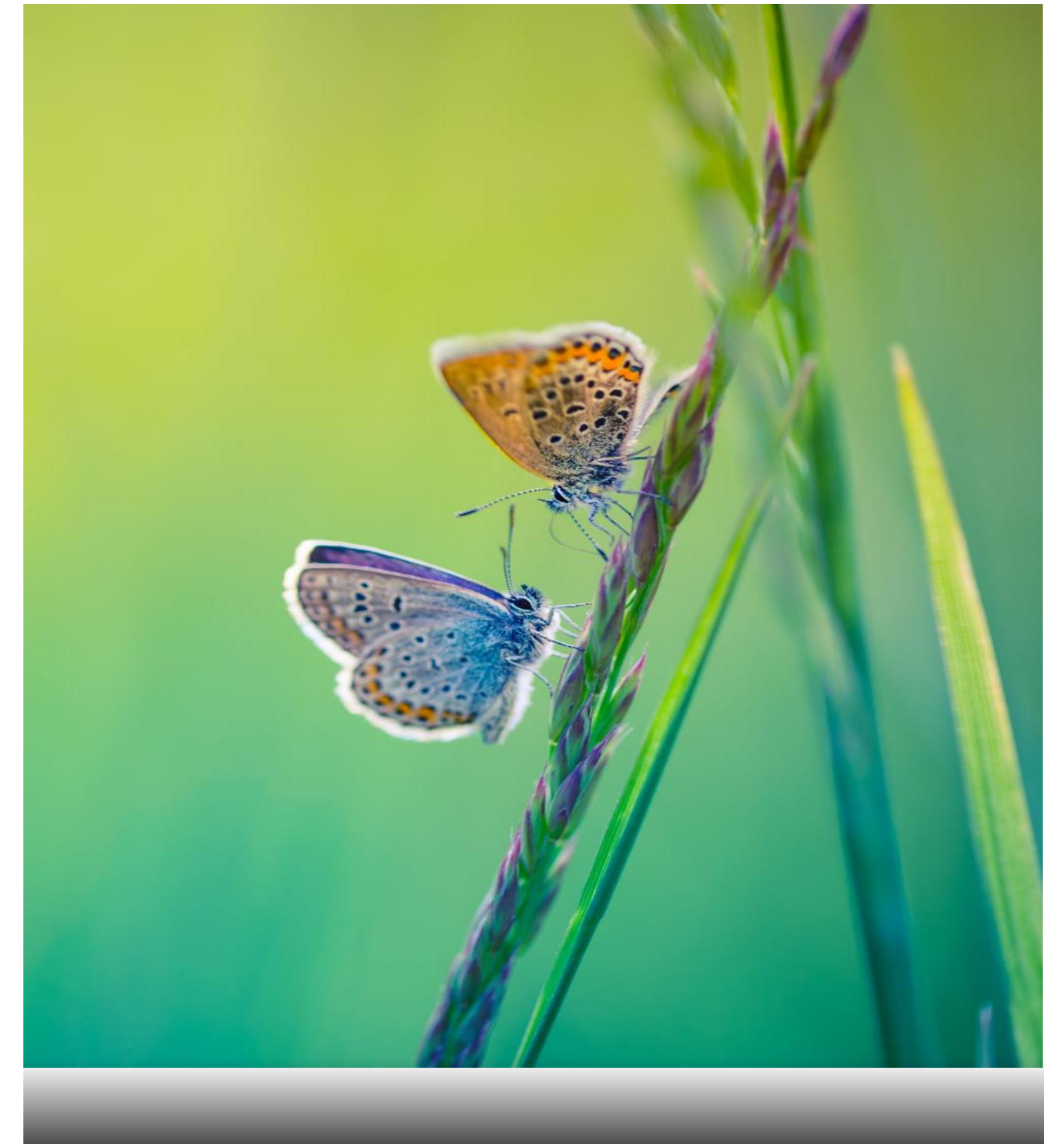- if I understood …
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I: Indicating which effect this behavior had on me

- What feeling did this cause?

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You: Taking a step toward the other

- Do you recognize that?
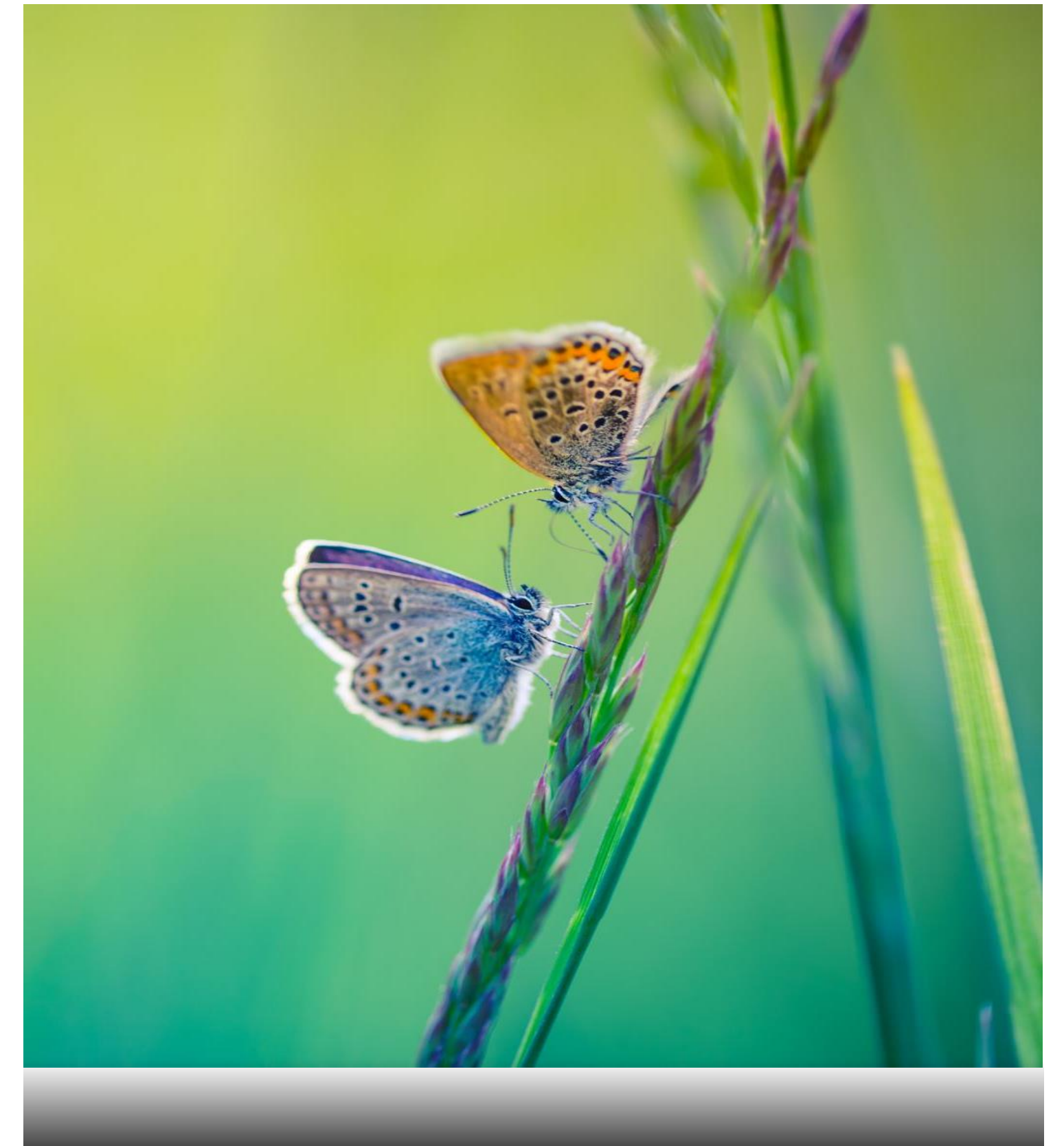
- What do you think?

- You can fix this ...

I-I-You

Example:

I noticed that you moved your arms around a lot.

I found this distracting.

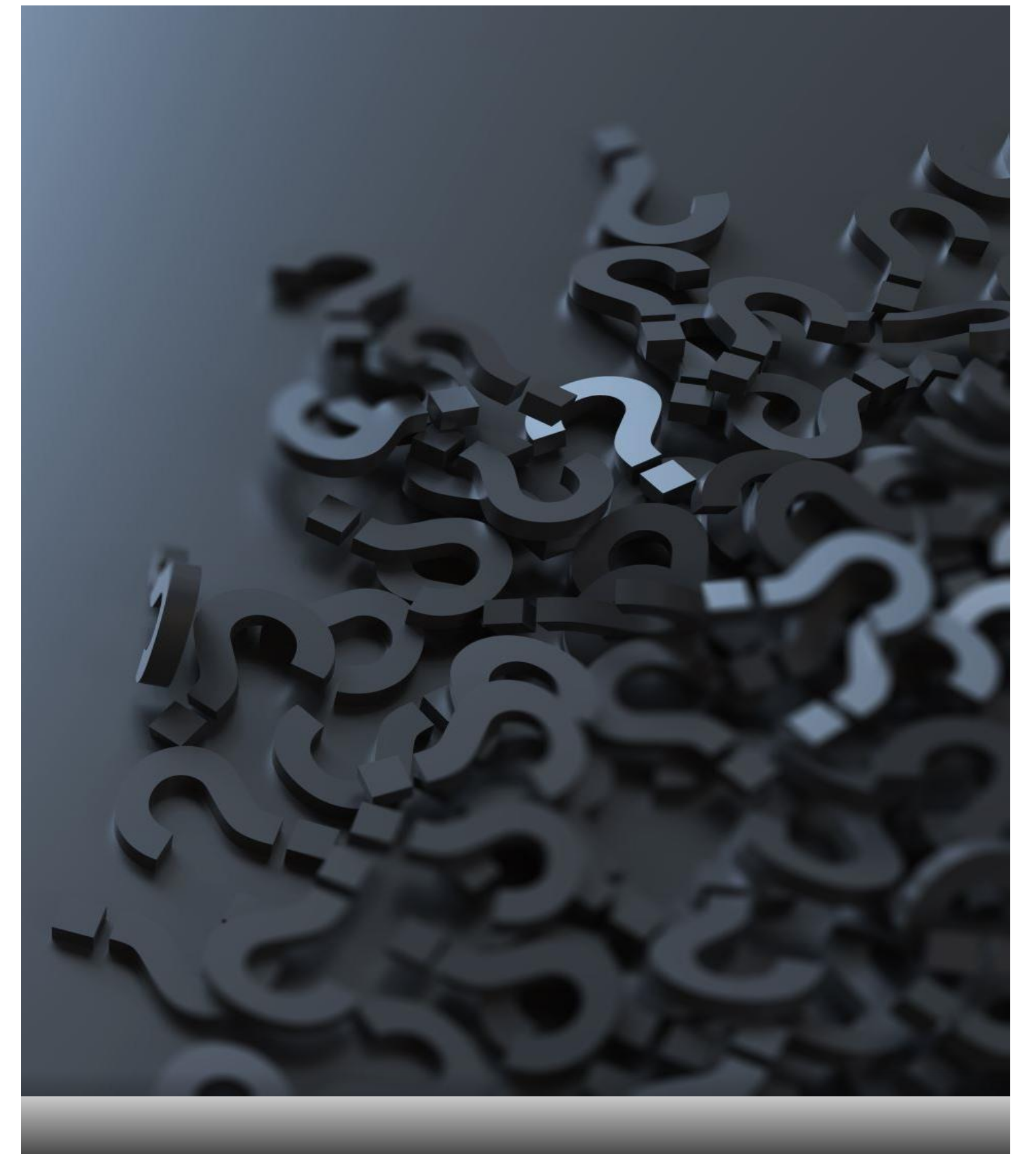Is this something that you are aware of?

I-I-You

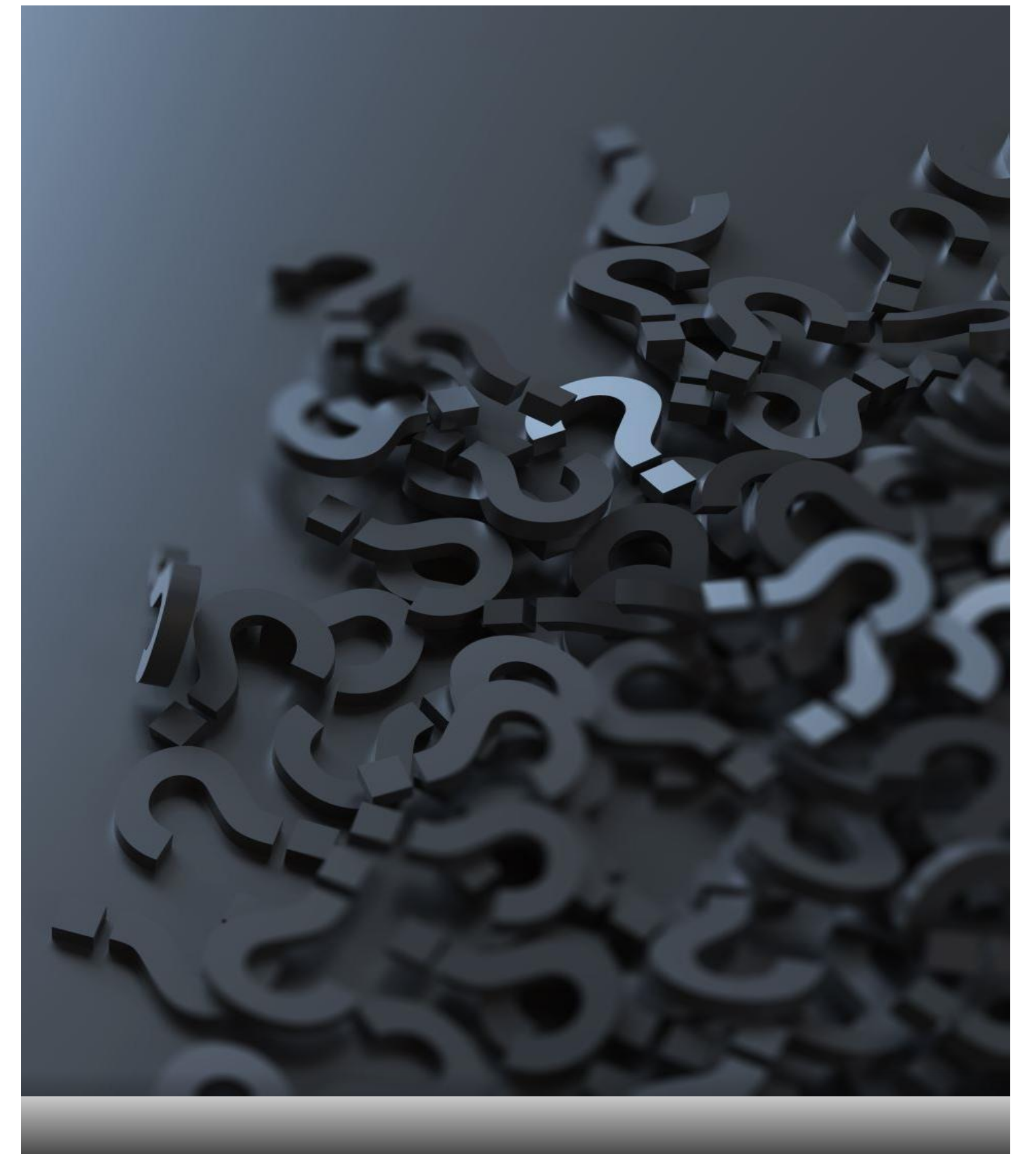# Open questions vs closed comments

- Instead of saying: "This is unclear",

ask: "What do you mean by this?"
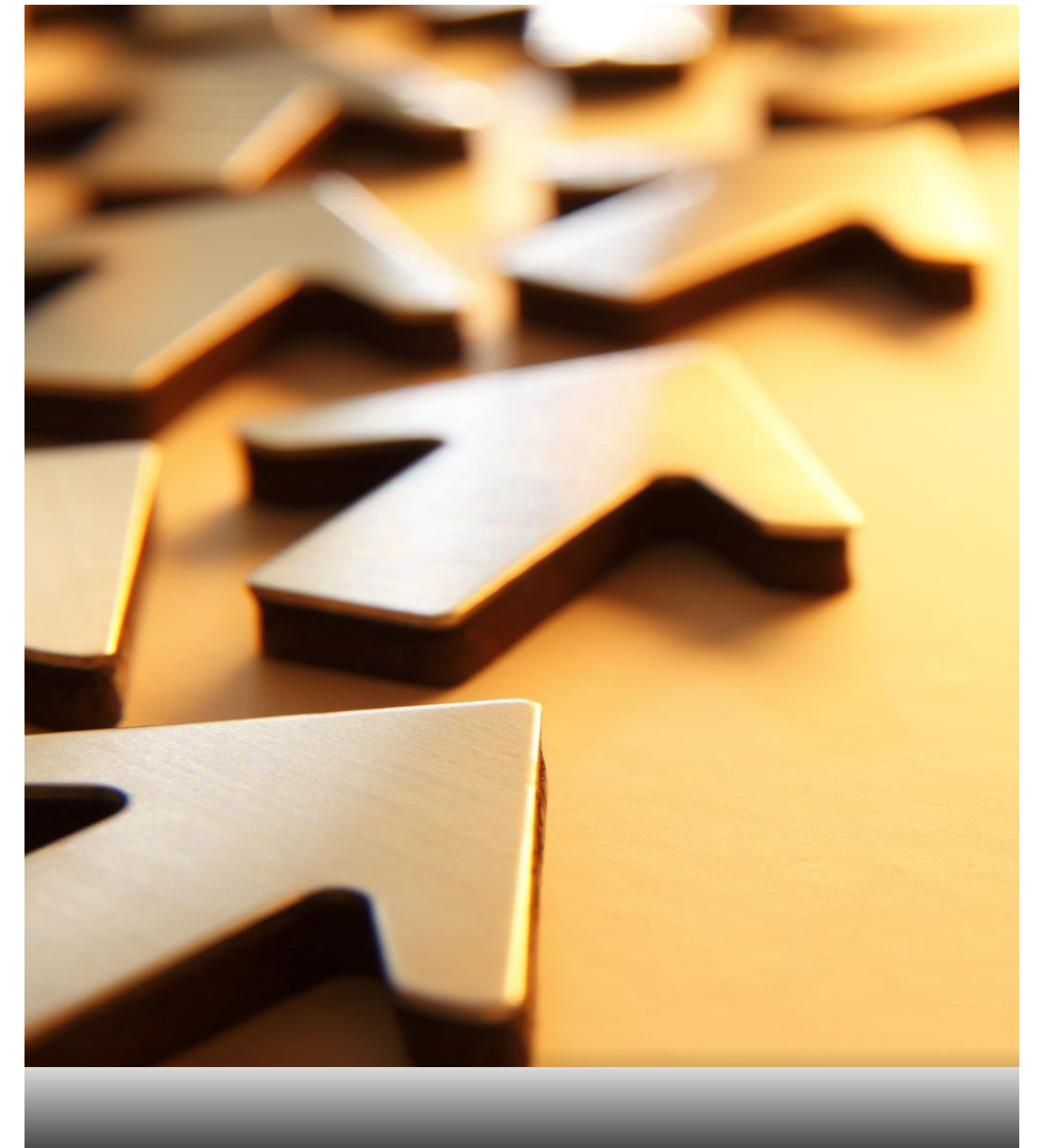
Open questions vs closed comments

- Instead of saying: "This is unclear",

ask: "What do you mean by this?"

- Instead of saying "You don't have a hypothesis",

ask: "Can you show me your hypothesis?"

Directive vs non-directive comments

Instead of saying "X should come before Y"

ask: "Why did you put Y before X?"

3. Receiving feedback

1. Try to understand the feedback

3. Receiving feedback

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2. Let the feedback giver know you appreciate

   the feedback

3. Receiving feedback

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3. Evaluate the feedback
   - Feedback is not a personal attack
   - Don't let your emotions get the best of you
   - Be open to compliments

3. Receiving feedback

1. Try to understand the feedback

2. Let the feedback giver know you appreciate the feedback

3. Evaluate the feedback
   - Feedback is not a personal attack
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4. Act on the feedback

4. Other tips

- Make the message sound natural

It is an art to give and receive feedback in such a way that change is possible.

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It is an art to give and receive feedback in such a way that change is possible.

- Make the message sound natural.

- Don't give only compliment, and don't use

  this template: "this is nice, but…".

4. Other tips

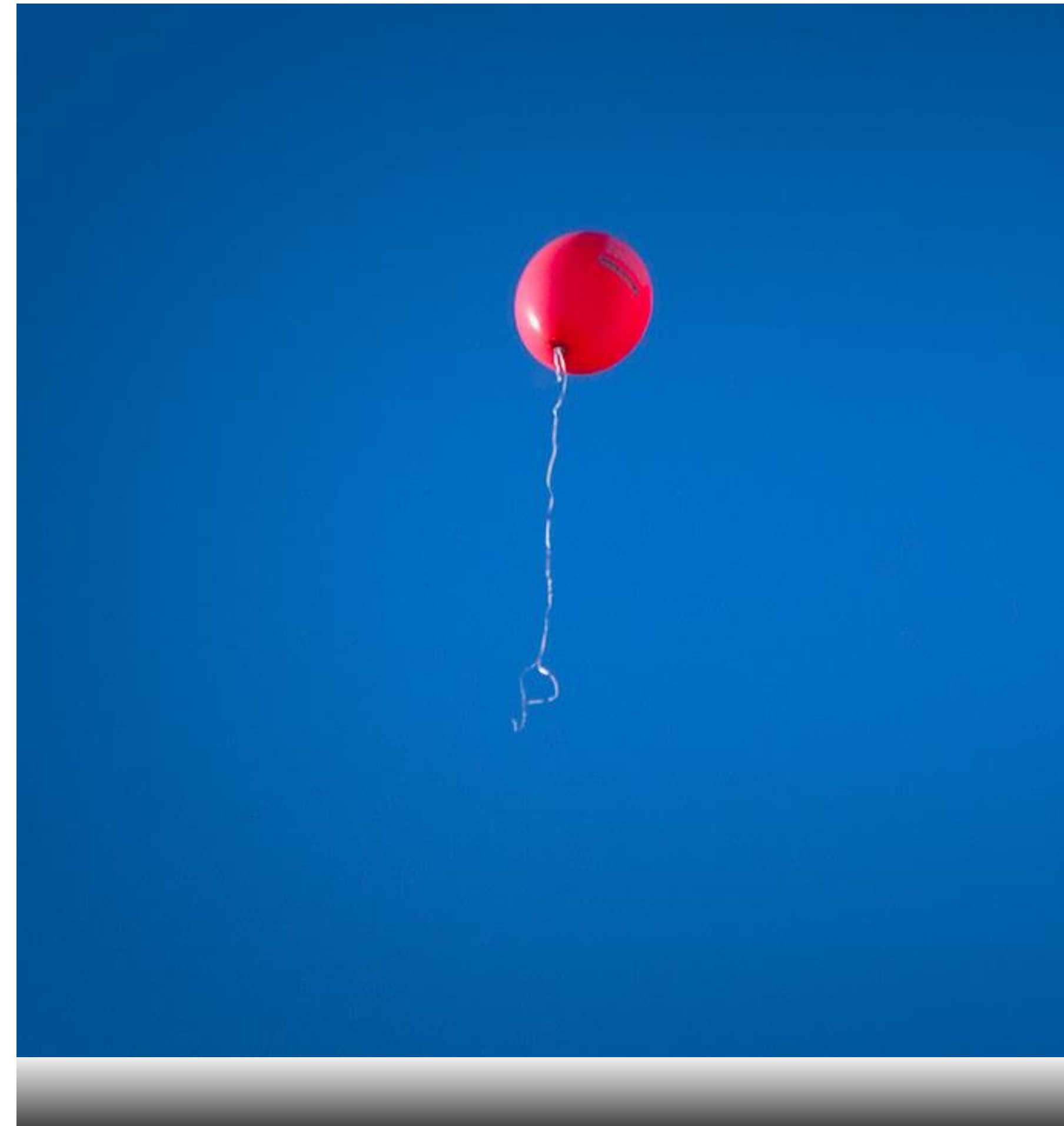It is an art to give and receive feedback in such a way that change is possible.

- Make the message sound natural.

- Don't give only compliment, and don't use this template: "this is nice, but…".

- Notice cultural differences in expressing opinions

https://qz.com/567479/
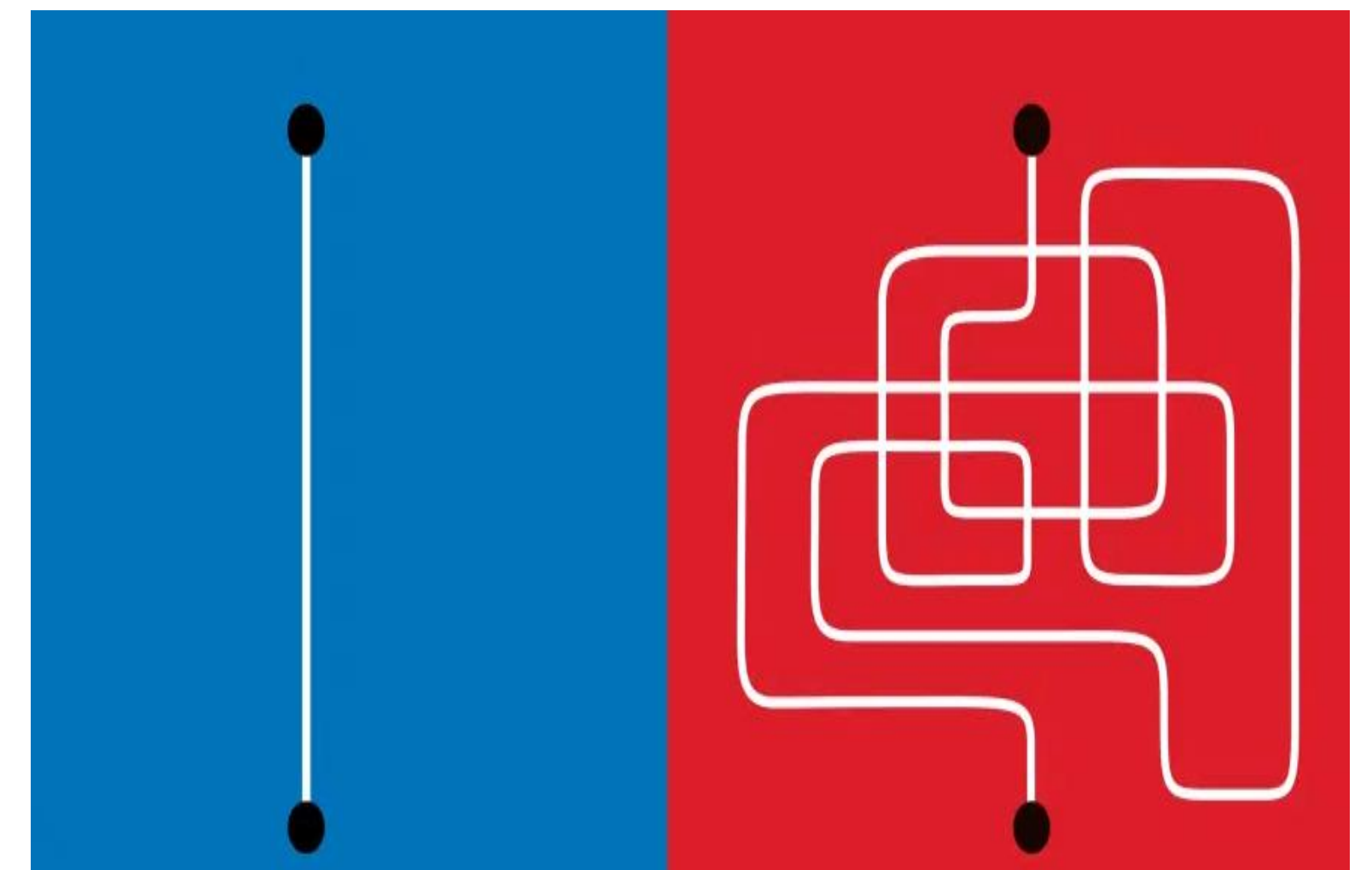
"Words have power, choose them wisely."

Discussion

- Pick one of the feedback / reviews that you received recently.

- What do you like/dislike about the message?

- How would you fix the message?