The Art of Giving and Receiving Feedback

Worksheet for Viewing *The Secret to Giving Great Feedback*

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After viewing the video, please answer the following questions:

1. Share an example of when you felt defensive when receiving criticism.

* At my previous employer, we had a critical delivery and the timelines were stringent. To keep up with the timelines, I skipped some of the deployment steps, and this caused our tool to not log the failures properly. We handled this situation, but my manager wanted to talk to me about the same. He started criticizing me on how can I miss some important steps and I got defensive and told him that to meet the timelines I had to do so. I started telling him that we employees are never asked about the deadlines and are expected to follow the guidelines and deliver quality code in time. This is not how an organization should work. After this, he made me realize what my mistake had caused and showed me the impact of it, and made me understand that whatever he said should be taken positively and I should always follow the guidelines.

1. Share an example of when someone got defensive when you were offering criticism.

* At my previous employer, there was a time when we had to deliver a huge project and I was leading one part of it. I had 3 employees working with me on the delivery. I had assigned them their tasks with their deadlines. But one employee always used to push the work and never submitted the work on time. Due to this, the other employees were getting blocked as their work depended on this employee. I thought I will talk to him and give him feedback on the same. I called him and asked him the reasons for the delays and was not satisfied by the answers he gave. Then I told him that because of his delays the team is getting blocked and if it continues we may miss the deadline. Upon hearing this he got defensive and stated that this organization gives work flexibility and he would work only when he is comfortable and as a team lead I should be supportive of that. I then had to make him understand the impact that was getting caused with statistics and this helped him improve.

1. What are the four steps the video suggests for becoming better at offering criticism?

* **Step1: The Micro-Yes**. Start the conversation by asking a short but important question

**Step2: Data Point**. Name specifically what you saw or heard and cut out any words that aren’t objective.

**Step3: Show Impact**. Name exactly how the data point impacted you.

**Step4: End on a question**. Wrap your feedback with a question.

1. What is most difficult about giving criticism?

* The most difficult part about giving criticism is to give it with positive words and positive energy so that your message is delivered but instead of demeaning the employee, it motivates it to do better.

1. What is most difficult about receiving criticism?

* The most difficult part about receiving criticism is to take it with good spirit and to rise and prove ourselves instead of getting demotivated and giving up on what you can achieve.

1. What other techniques have you learned to deliver criticism?

* Never deliver criticism as criticism. Deliver it as constructive feedback.

Never give criticism in public.

Choose positive words instead of demotivating words.

Take control of your voice. Never be too loud. Be soft and gentle.

Along with criticism, appreciate the good things about the employee.

Give appropriate examples and use statistics to show the impact of the work.

1. How will you use what you learned in this video?

* The main thing that the video taught us is the 4 steps of giving criticism.

I will always start my conversation with a question to prepare the employee mentally that criticism is on its way. Instead of going haywire in the conversation, I will give him the exact data points that could be troublesome and that he can improve upon. Along with the data points, I would also show the impact that they caused and would also forecast the positive impact that they would have created if done differently. I will also ask him for his concerns with these points and will try not to make this conversation a monologue.