

# Feedback Skills Cheatsheet

## Receiving Positive Feedback

A compliment is a gift to be accepted. It is not a bomb to be defused, nor a volleyball to be returned.

**Thank you.**

**Thanks. I worked hard on that.**

**I'm glad you liked it.**

**Thanks. I appreciate that you noticed.**

**Thanks. I feel good about it too.**

## Giving Positive Feedback

**Refrain from the false complement.**

**Avoid the backhanded compliment.**

**Complement behavior that has occurred.**

**Be specific.**

**Use shaping.**

## Receiving Corrective Feedback

**Relax.**

**Avoid retaliation.**

- Paterson, R. J. (2000). The assertiveness workbook: How to express your ideas and stand up for yourself at work and in relationships. Oakland, CA: New Harbinger Publications.
- McKay, M., Davis, M., & Fanning, P. (2009). Messages: The Communication Skills Book. Oakland, CA: New Harbinger Publications.

**Hold back.**

**Consider your safety.**

**Don't demand perfection.**

**Validate their perceptions.**

**Validate their emotions.**

**Agree in part.**

**Listen and wait.**

**Narrow and specify.**

**Ask for clarification.**

**Explain without offering excuses.**

**Don't try to change their mind.**

**Thank the critic.**

**Respond to the style.**

**Ask for time.**

### Additional items from Messages.

**Acknowledgement.** *Yes. I was half an hour late for work today. My car battery died.*

**Clouding.** Use for statements that have a grain of truth but are intended mostly as insults.

- Agree in part. *Yes. I do work more than 40 hours a week.*
- Agree in probability. *It could be that I work too much.*
- Agree in principle. *You're right. If I work too much, I will burn out.*

**Probing.** *What is it that bothers you about [important part of feedback]?*

## Giving Corrective Feedback

**Choose your timing.**

**Watch the ratio.**

**Think before talking.**

**Talk one-to-one.**

**Frame the issue.**

**Be precise.**

**Include the positive in the message.**

**Give information, not advice.**

**Don't emote.**