Giving & Receiving Feedback

5 min

All feedback is not created equal! Its value depends both on how it is given and how it is received. To get the most out of feedback, keep in mind the following tips:

	Giving Feedback	Receiving Feedback
Do	✓ Be specific, objective and non-judgemental ✓ Ensure feedback is timely and delivered at the earliest opportunity ✓ Provide examples to support your feedback ✓ Recognise the person's efforts or strengths ✓ Provide information to help the other person learn and develop ✓ Listen carefully to the other person's comments and reactions ✓ End on a positive note. Summarise the feedback and highlight next steps regarding goal-setting and development planning	✓ Listen carefully and let the other person know that you understand the points being made ✓ Ask questions if you need more information or clarity ✓ Consider suggestions for development or improving performance if these are offered ✓ Thank the person for giving you the feedback ✓ Take time afterwards to observe your reactions and reflect on what you have heard
Don't	✖ Beat around the bush or sugar coat the message ✖ Use jargon or vague language ✖ Use extreme words such as "always" and "never" ✖ Make value judgements such as "best" or "bad" ✖ Compare members of the team, for example, "You're better at time management than Joe" ✖ Ignore questions or concerns that the other person may express ✖ Apologise for providing corrective feedback	✖ Take the feedback personally – remember that feedback is directed at your behaviour and / or actions, not who you are as a person ✖ Become angry or hostile – feedback is a gift ✖ Dismiss or deny the feedback without considering how it can improve your performance or help you to learn ✖ Promise to do something about the feedback if you have no intention to. Whether or not you action the feedback you receive is entirely up to you, although you do need to be clear about what the consequences are if you choose not to do something about it
Reflection Questions	• How regularly do you provide positive feedback to your team? • Is the regularity of your positive feedback enough to promote and maintain engagement? • How timely are you in providing developmental or corrective feedback? How confident are you that you are able to nip issues in the bud? • How two-way do you make feedback conversations? • What are some of your strategies for achieving this two-way dialogue?	• What is your typical reaction to positive feedback? What about negative feedback? • To what extent does this reaction help of hinder your development? **Questions to Consider Asking Your Feedback Giver** • What is your assessment of my strengths and development areas? • What ideas do you have about how I can best develop in these areas? • What do you think are the critical experiences or knowledge I need to have in order to achieve my developmental goals?

MYER ACADEMY