

Giving and Receiving Feedback

Giving Feedback

Check your intentions: People will pick up on and respond to your intent more than the content of your words.

Be specific: Describe actual behavior, give data, don't evaluate or interpret. Own your judgments as yours.

Be personal: Describe the impact the behavior has on you personally using "I" statements.

Give suggestions: Share ideas you have for the person in terms of his/her growth.

Check impact of your feedback: Check how your feedback has landed and how it is useful to the person.

Receiving Feedback

Listen: While receiving the feedback, focus on listening and absorbing the message and not on defending yourself.

Communicate your understanding of the feedback before responding: Ask questions and paraphrase to ensure both your understanding and that the feedback giver feels heard.

Inquire: Is there more you want to tell me?

Reflect: Are there patterns in terms of what other people have told you or what you know about yourself?

Respond: Own the 1% truth in the feedback and communicate how you intend to integrate the message (e.g. need more time to reflect, clear action, agreement, what you can/can't do differently, make a time to talk more later, etc.)