

Effective Constructive Feedback

Giving Constructive Feedback

1. **Prepare** -

- Timing: give when the person needs it; NOT when you want to or feel like it
- Your message: objective, non-personal information (avoid “you”)

2. **Present** -

- Ask -- “*May I give you some feedback?*” “*If not now, when would be a better time?*”
- Set the context --- relate to the person’s goal/task and assume a positive intent
- Deliver your message

3. **Listen** –

- Ask for their perspective “*What do you think?*”; use open-ended questions, “*Why is that?*”, “*Are there any obstacles to your doing it “improved” way?*”

4. **Agree** on next steps –

- Have them state their understanding, “So next time this situation occurs, how will you handle it?”
- Clarify if needed, “Actually, what would work better is...”, “I must not have explained it very well,”, Here, let me demonstrate...”; (avoid “you”)

Cautions:

- avoid criticizing their feelings
- don’t try to analyze them
- don’t change the subject to yourself (it’s about them, not you)
- don’t let them slip off the point

Effective Constructive Feedback (con't)

Receiving Constructive Feedback

1. **Ask** for feedback frequently --- “What are your thoughts?”, “How was that?”, “Any feedback?”, “Any suggestions on how I could have handled that better?”
2. **Listen** – use active listening signals (nod head, eye contact, take notes, lean forward, etc.)
3. **Clarify** – ask questions for clarity only; don’t challenge or justify
4. **Confirm** – say “Thank you”; state what you will do next and by when
5. **Solidify** – report back on what you did and how it worked