



Giving and Receiving Feedback

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Guidelines For Constructive Feedback

- **Acknowledge the Need for Feedback**
- **Give Both Positive and Negative Feedback**
- **Understand the Context**
- **Provide Definitions**
- **Use a Common Language**

Guidelines For Constructive Feedback

- **Don't Assume**
- **Focus on Behavior Rather than People**
- **Know when to give Feedback**
- **Know how to give Feedback**

Knowing How To Give Effective Feedback

- **Be Descriptive**
- **Be Objective**
- **Don't Use Labels**
- **Don't Exaggerate**
- **Don't be Judgmental**

Knowing How To Give Effective Feedback

- **Speak for Yourself**
- **Talk First About Yourself, Not about the Other Person**
- **Phrase the Issue as a Statement, Not as a Question**
- **Encourage People to Change**

Knowing How To Give Effective Feedback

- **Restrict Your Feedback to Things You Know for certain**
- **Build Trust**
- **Help People Hear and Accept Your Compliments When Giving Positive Feedback**

Knowing How To Receive Feedback

- **Breathe**
- **Listen Carefully**
- **Ask Questions for Clarity**
- **Acknowledge the Feedback**
- **Acknowledge Valid Points**

Knowing How To Receive Feedback

- **Don't be Defensive**
- **Try to Understand the Other Person's Objectives**
- **Take Time Out to Sort Out What You Heard**