

## Quick Tips for Giving & Receiving Feedback

Giving & Receiving Constructive Feedback is an essential communication skill that is at the heart of many potentially difficult conversations. Feedback helps us grow, improve performance and strengthen relationships. Whether you're giving or receiving - you can **do your part assertively** to help get the right message across. Feedback also helps us to be heard, have our needs met or ask someone to change something that's affecting us. Sometimes the "intended message" and the "received message" are not the same. Miscommunication, tense body language, poor choice of words and rushing can accidentally affect the feedback process. A slower, clearer conversation is needed.



### Giving Information

Giving Constructive Feedback



### Receiving Information

Turning non-constructive criticism into feedback

<b>Starting A Conversation</b>	<b>Listening when they start a Conversation</b>
<ul style="list-style-type: none"> <li>• Plan what you want to say (and why)</li> <li>• Separate the <u>person</u> from the <u>behaviour</u> <ul style="list-style-type: none"> <li>○ "You're okay, however the action is unsafe or unhelpful"</li> <li>○ Be specific about actions – e.g. "when you left the box in the door way.. it created a hazard"</li> <li>○ Don't label and blame – "e.g. you're a 'drongo'"</li> </ul> </li> <li>• Compose yourself (relax your body and use constructive thoughts)</li> <li>• Find a private setting to talk</li> <li>• Use "i-statements" (e.g. I noticed, I wonder)</li> <li>• <b>Deliver your feedback (message) – say...</b> <ol style="list-style-type: none"> <li>1. The specific behavior (action)</li> <li>2. The impact on you (consequences)</li> <li>3. What you want them to do instead - the requested specific behaviour (preferred action)</li> </ol> </li> <li>• Check for understanding</li> <li>• Be respectful</li> <li>• Be open to a two-way discussion</li> <li>• Anticipate possible reactions and plan your response</li> <li>• Explain your good intentions</li> <li>• Don't "name-call" or swear (this sends a different message that escalates tension)</li> </ul>	<ul style="list-style-type: none"> <li>• Make it your intention to be open to listening and feedback where it might be due <ul style="list-style-type: none"> <li>○ If you notice someone trying to give you feedback or start a conversation – help them by saying "what's on your mind, I'm listening"</li> <li>○ Be patient and mindful that they may not be good at delivering specific, calm, constructive feedback. They still may have a legitimate point to make or important concern or need</li> </ul> </li> <li>• Move to a private location if you can (pause it and move)</li> <li>• Listen first (give full attention) without defending/arguing</li> <li>• Paraphrase and check that you understand the message</li> <li>• Tune out the 'you-statements' and emotional language</li> <li>• <b>Turn criticism into feedback (message) – ask....</b> <ol style="list-style-type: none"> <li>1. What's the specific behavior (action) that concerns you?</li> <li>2. What impact has that had on you?(consequences)</li> <li>3. What would you prefer me to do? Expected me to do? (the specific behaviour, preferred action)</li> </ol> </li> <li>• Agree with any simple truths (versus right/wrong)</li> <li>• Thank them for their concern or feedback</li> <li>• Explain your points of view, if they differ <ul style="list-style-type: none"> <li>○ Talk about differences of opinion or view point</li> <li>○ Acknowledge them and talk openly</li> <li>○ If needed, talk with a supervisor to gain a 3rd viewpoint and an agreed way forward</li> </ul> </li> <li>• Determine the behaviour or action <u>that you agree to do</u> going forward (where that is an adjustment or no change)</li> </ul>
<p><b>What to do after someone has had a (difficult or feedback) conversation with you</b></p>	
<ul style="list-style-type: none"> <li>• <b>Be open to constructive feedback</b> and making reasonable adjustments where they are logically due</li> <li>• <b>Take time to absorb the information</b> and consider the likely good intentions of the person giving you feedback</li> <li>• <b>Follow up &amp; clarify</b> with the other person if you are unsure about the feedback or need more specifics or info</li> <li>• <b>Consider the benefits</b> of the feedback and how this could help you in your work, life and relationships</li> <li>• <b>Ask for a follow up chat</b> if you have further information, a new perspective to discuss or <b>just to reconnect</b></li> </ul>	