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## **PROVIDING FEEDBACK**

### **Effective feedback is given in a way that the receiver is able to:**

- Understand clearly what is being communicated
- Be open to hearing and accepting information
- Make a choice whether or not to use the information

### **“I” statements are an effective format for delivering feedback:**

*“When you \_\_\_\_\_ I felt/thought/believed/responded/etc.”*

### **Criteria for Giving Effective Feedback**

- Descriptive rather than evaluative
- Specific rather than general
- Stated as an hypothesis and in the form of an “I” statement
- Directed toward behavior which the receiver can do something about
- Is solicited (or agreed to) rather than imposed
- Is timed appropriately, usually at earliest possible moment after appearance of the behavior
- Is checked to ensure clear communication
- Is not given in anger
- Is phrased to avoid use of sarcasm and irony
- Is presented in manner which allows disagreement
- Based on adequate information
- Avoids threatening receiver’s sense of self-worth
- Presentation adheres to criteria of good eye contact, voice clarity and tone

### **Criteria for Receiving Feedback**

Remember that you can:

- Acknowledge and accept positive, as well as negative feedback
- Ask for clarification of unclear parts
- Ask for more specific feedback, if feedback is general
- Ask for more time for consideration when necessary
- Ask about consequences for failure to make changes
- Accept what is true in the statement, but maintain the freedom to disagree with other parts