

# When giving feedback consider...

1. Your relationship with the feedback receiver
2. Your motives
3. How clear the goals are or were



**What are postures, gestures, and facial expressions that do not convey an authentic desire to provide support?**

## Helpful Words

- When I...
- Specific days/dates
- Could you try...?
- What do you think?

## Unhelpful Words

- Always
- Never
- Must
- Have to
- I insist!
- I think...



## → Feedback Guidelines

1. Give feedback on behaviors that can be changed (not on traits or personality).
2. Be specific and descriptive—don't generalize.
3. Give feedback immediately, if possible.
4. Control the context.
5. Make the feedback relevant and about moving forward.

# Be Mindful in Giving Feedback



## Giving Feedback On What

1. **Describe**, without judgment, the outcome(s) you observed the person achieve; just the facts about “what.”
2. **Ask** the feedback receiver for their perception of the effect the behavior had on others.
3. **Reach** agreement about any behavior change, if appropriate.

## Giving Feedback On How

1. **Describe**, without judgment, the actions or activities you observed the person using to get results; just the facts about “how.”
2. **Ask** the feedback receiver for **their perception** of the effect the behavior had on others.
3. **Give** a clear description of alternative actions or activities, if appropriate.
4. **Reach** agreement about any behavior change, if appropriate

## Steps in Giving Praise

1. **Describe** what the person did; be specific.
2. **Explain** why the behavior is important; tie it to the person’s goal; share the impact the behavior had on others.
3. **Tell** the person how you feel (positively) about what was done.

# Be Mindful in Receiving Feedback

## Receiving & Giving Feedback Graciously



Giver

- Connect
- Pay attention to timing
- Ask for permission
- Focus on the behavior, not the person
- Practice Self-Management



Receiver

- Listen Attentively
- Practice Being Open-Minded
- Ask for Details
- Find something to agree with
- Focus on your own behavior, not the receiver’s
- Don’t take the person’s feedback personally
- Practice Self-Management

## Self Management

- Those who are conscious of themselves

The knowledge of their emotions underpins an independence, control of emotions, a positive conception of life and a good psychological health.

- Those who let themselves be overwhelmed by their emotions

They are not very aware of their emotions that take command. They get themselves low and do not do much of anything to get rid of their bad mood; they feel they cannot control their emotional life.

- Those who accept their dispositions of mind

While being aware of their emotions, they accept them and tend to let them go without doing anything to change them. This tendency is found in people of good humor who are reluctant to change their state of mind and not among the resigned or despaired people.



# BE MINDFUL IN RECEIVING FEEDBACK



## 5 Elements That Make Up Self-Regulation

- 1. Self-Control
- 2. Trustworthiness
- 3. Conscientiousness
- 4. Innovation
- 5. Adaptability

## Key Points To Remember

- **Pay Attention To Others**
- **Manage Your Ego**
- **Listen Intently**
- **Respect Other's Differences & Observations**

What will your next step be in Giving Feedback? What can you change tomorrow?

