

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

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

A Formula for Constructive Feedback

Elements	Rationale	Sample phrase (I-language)
Prepare a Constructive Approach		
Prepare & Compose yourself	You're composed and clear on the info and facts; Anticipate their reaction and how to respond (see below) minimises their perception of 'criticism'	<ul style="list-style-type: none"> CONSTRUCTIVE THINKING: "I can anticipate they may be defensive and blame others, so I'll listen first then re-focus on their behaviour only" "I have a clear and reasonable rationale for giving this feedback"
Lead in statement	Get's their attention and helps breaks the ice	<ul style="list-style-type: none"> Bob, can I have a moment to run something by you?
Set the Context	Focuses their attention on the event-time checks memory	<ul style="list-style-type: none"> It's just about last Tuesday, after the re-start when we were
Construct the Message		
1. Specific Behaviour (Action)	Separates the person from behavior. Hard to deny specific observable actions. Objective, non-judgmental approach.	<ul style="list-style-type: none"> I noticed that you were very angry about the ... and you swore at the crew who then walked away from you When you (do/say)... XYZ <p style="text-align: right;">REACTION</p>
2. The Impact (Material Consequences)	Explains the outcome of the behavior (intended or un-intended) and the impact to others, system and themselves	<ul style="list-style-type: none"> It slowed down the process It causes us to be late It has the effect of....
2. <i>Impact (Social & Emotional)</i>	<i>Explains how you and others did/may react (they are more likely to change when they know how you felt about it)</i>	<ul style="list-style-type: none"> I felt surprised and disappointed I was frustrated.... It gives the impression you're not approachable
3. Requested Specific Behaviour (Action)	The constructive and specific behavior that you want the person to do differently	<ul style="list-style-type: none"> Can you please... I'd prefer that you.. Next time I suggest that you I am asking you to do ### next time
Clarify & Check the Message		
Checking Statement	Tests how they are absorbing the information. Invites open discussion. A chance to listen	<ul style="list-style-type: none"> Does that sound reasonable? What's your take on this? Is there something I missed?
Reassure & Refocus [use when needed]	Re-state constructive Intentions, defuses their reactions. Softens the impact. Refocus on this specific event. Compliment what's working	<ul style="list-style-type: none"> I'm not trying to have a go at you, but bringing your attention too.... And I understand it's frustrating to hear this (Empathy) Otherwise, you know it's all good and thanks again for the effort when you..
Request Levels [use when needed]	Re-clarify what you want them to do, based on role expectations and relationships	<ol style="list-style-type: none"> I'd prefer if you... is that ok? Could you please..... I am asking you to.../ I need you to... because I require you to... because / I am directing you to....because

A BLANK for Giving Constructive Feedback

Elements	Sample phrases (I-language)
Prepare a Constructive Approach	
Prepare & Compose yourself ?	
Lead in statement?	
Set the Context?	
Construct the Message	
1. Specific Behaviour (Action)	
	LIKELY REACTION?
2. The Impact (Material Consequences)	
<i>2. Impact (Social & Emotional)</i>	
3. Requested Specific Behaviour (Action)	
Clarify & Check the Message	
Checking Statement?	
Likely Reactions & How you'd respond?	

How would you?

Your notes

A SAMPLE of Feedback using the Formula

*Note the order (a-d)

1. Specific Behaviour (Action)	a) Bob, when you leave me to clean up the tools we've both been using in the laydown yard, and knock off ahead of me
2. The Impact (Material Consequences)	c) I end up running over time to, because I have to do myself and I can't just leave (even if we think it's not in the way) because it's a safety issue and it will come back on me and you.
<i>2. Impact (Social & Emotional)</i>	b) I'm getting frustrated by it so
3. Requested Specific Behaviour (Action)	d) I'd really appreciate it if you could share the task with me or ask me if we need to finish the clean up before you go.

LIKELY REACTION?

Likely Reactions & How you'd respond?	I know that talking about this topic frustrates you and you believe it's because of (historic event) ... however I need us to separate these two events out and I'm talking about this specific situation where you...
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OR just two of the key elements (the behavior you want changed and the associated impact

- Mate, can you please stay back and help me clean up the tools before you knock off? I've been doing it on my own lately and I've running late because of it.

Consider How these versions below may not be as effective:

- I'm getting tired of doing the tools clear up in the yard by myself before knock-off.
- Is there something you're forgetting?
- Didn't your mother teach you how to clean up after yourself?
- You won't last long around here if you're a lazy \$#%&