The Art of Giving Feedback

Stephanie Yeo
Jorrel Sto Tomas
Icebreaker
• Explore the obstacles to giving feedback
• Learn a step-by-step process having a feedback conversation
• Practice giving effective feedback
What is Feedback?

1. Criticism, information, or comments on prior actions/behaviors
2. Suggestions to be used to adjust and improve current and future actions or behaviors.
Feedback...

... is a tool for learning.
... can improve performance.
... reduces conflict - if done correctly.
... motivates.
... shows trust and appreciation.
Obstacles to Giving Feedback

Top 3 reasons why people get away with bad behavior:

1. The “untouchable” is good at playing the system - politics, friendships, etc.
2. They have a weak manager who is reluctant to deal with it
3. The person’s peers don’t hold him/her accountable
Behavioral Feedback

Feedback that focuses on the actions and how they are interpreted rather than the person.

**BEHAVIOR** is something you can see a person do or hear a person say.
Types of Behavioral Feedback

**Observations** (not inferences): “you’re face just turned a bright shade of red” vs. “you must be angry”

**Descriptions** (not judgments): “there were five errors on this report” vs. “your work is so sloppy”

**Options** (not advise or analysis): “I’d like you to follow the steps outline in the personnel manual when calling in sick” vs. “can you tell me why you don’t call when you are out?”

**Specific**: “there are five typos in this chart” vs. “I noticed a number of errors in your work today”
Steps to Giving Feedback

Step 1: Work on you first.

Step 2: Initiate contact.

Step 3: Move to action.
Step 1: Work on you first!

1. Explore WHAT you want to discuss:
   a. What is troubling you about the situation?
2. Ask yourself - What do I really want?
   a. For me
   b. For others
   c. For the relationship
Step 2: Initiate Contact

1. Ask for permission
2. Start with respect and care
   a. your goal is to solve a problem, not criticize
3. Share your story
   a. Build a common ground
   b. Use contrasting
4. End with a question
Step 3: Move to Action

1. Explore motivation and ability
2. Agree on a plan, commit to it, write it down.
## Language Tips

<table>
<thead>
<tr>
<th>WHEN YOU’D SAY</th>
<th>TRY THIS INSTEAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can’t</td>
<td>I can</td>
</tr>
<tr>
<td>You are wrong</td>
<td>My understanding</td>
</tr>
<tr>
<td>I don’t</td>
<td>I do</td>
</tr>
<tr>
<td>You have to</td>
<td>It would help if you</td>
</tr>
<tr>
<td>I never</td>
<td>I don’t recall</td>
</tr>
<tr>
<td>You don’t understand</td>
<td>Let me clarify</td>
</tr>
<tr>
<td>You can’t</td>
<td>You can</td>
</tr>
<tr>
<td>I don’t know</td>
<td>I’ll find out</td>
</tr>
<tr>
<td>I have no idea</td>
<td>I know who can help</td>
</tr>
</tbody>
</table>
Practice Scenarios

Step 1: Work on you first.
- Explore what you want to discuss
- Establish goals

Step 2: Initiate Contact.
- Ask for permission
- Share your story
- End with a question

Step 3: Move to Action.
- Agree on a plan
- Commit it to writing
Thank you!

We appreciate your feedback 😊