Feedback Tips

Open communication between colleagues is key to everyone's success. Giving effective feedback and being open to receiving feedback are central to open communication. Below is a brief outline of some tips around giving and receiving feedback.

What is effective feedback?
Effective feedback:
- IS focused on the task at hand or a behavior
- IS honest
- IS specific
- IS timely
- IS NOT emotional
- IS NOT personal
- IS NOT judgmental

Who should give feedback?
Effective feedback is appropriate between all colleagues – manager to staff, staff to manager, staff to staff.

How do I give effective feedback?
- Determine if clear expectations and objectives have previously been shared around the situation you wish to address – if not, set those first and then reassess
- Set up a mutually convenient time and discreet place to speak without distraction
- Make specific notes about the area you wish to address, such as tasks, contexts, things done well, things needing improvement, positive suggestions for improvement, and follow-up steps
- Make your colleague feel welcome and an equal part of the conversation
- Make sure to listen and answer questions

How can I best position myself to receive feedback?
- Assess the source and purpose of the feedback
- Listen and be open to what is being shared
- Repeat back what you think you heard to confirm understanding
- Ask questions when you don't understand
- Separate fact from fiction
- Focus on practical things you can do to address any concerns being raised and share these ideas

Based on materials from Harvard Business Publishing