What is feedback?

- Feedback is not advice, praise, or evaluation. Feedback is information about how one is doing in effort to reach a goal.
- There are two types of feedback-giving and receiving - and both are not the easiest. Understanding of how to give feedback and to receive feedback is important in a leadership role.
- Feedback is:
  - Written comments
  - Electronic Comments
  - Meetings with individuals
  - Suggestions from peers

Now how is feedback used?

- Effective feedback is given in a time of learning when there is still time to act on it.
- Used to provide constructive criticism or to receive positive suggestions to better oneself, an organization, or a team. If done right, improvements can be made from the information that if either provided or received. Individuals can grow from the information—gaining positive reinforcement or correct negative behaviors.
- Feedback should be given in a way that does not attack the person, but condemns the behavior.
- Remember feedback is not always constructive and it can be positive.

So how should I use feedback?

- Understand how an individual likes to receive feedback and adjust it to fit their preferences.
- Give feedback in appropriate settings and realize it does not always have to be formal.
- Provide feedback with both constructive and positive suggestions to help better those you work with.
- Have a conversation with the individual and let them talk about it.
- Time the feedback as close as possible to the event, behavior, etc.
- Clearly define the topic in which you would like to discuss and succinctly explain it to them without presumptions.
- Offer suggestions, answer questions, and help guide the individual in what could be done better.

What should I never do when providing/receiving feedback?

- Avoid judgments by making observations with examples.
- Avoid inappropriate non-verbal body language.
- Avoid sounding accusatory or giving futile feedback.
- Don’t use “you” by making everything “I”.
- Don’t give feedback in the wrong setting.
- Don’t ignore the other person talking.
- Avoid being close-minded.