

LEADER TIPS

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