

Giving & Receiving Feedback

WHY GIVE FEEDBACK?

- 96% of employees want it regularly.¹
- 57% of employees prefer corrective feedback over positive feedback.²
- 43% of high performers receive feedback once per week.³

KEYS FOR GIVERS AND RECEIVERS

- Adopt a growth mindset.
- Actively listen.
- Have credibility by establishing trust first.
- Assume good intentions.
- Rise above your judgments, emotions, biases and reactions.
- Eliminate “always” and “never” from your vocabulary.
- Be enthusiastic about overcoming misunderstandings.
- Discuss feedback often.
- Create agreements on how to move forward.



STEPS TO CONFIDENTLY GIVE FEEDBACK

- Ask people how they prefer to receive feedback.
- Give positive feedback to reinforce what you want and appreciate.
- Emphasize learning opportunities instead of correcting mistakes.
- Anticipate defensive reactions. Make people feel heard and include them as part of a collaborative solution to presented concerns
- Know what you're asking them to do differently, and communicate it.
- Relate feedback to the receiver's goals, development and interests.
- Sound-board with trusted colleagues and friends before the conversation.
- Be direct, but gentle, curious yet firm.
- Ask for feedback about your feedback. Receiving feedback well lends you credibility when offering it.

STEPS TO CONFIDENTLY RECEIVE FEEDBACK

- Request feedback proactively.
- Don't take feedback personally. Reframe negative stories and assumptions in your mind.
- Understand that mistakes are learning opportunities.
- Discuss the differences that are leading to friction.
- Ask questions and understand the intent of the feedback.
- Let the feedback-giver make mistakes.
- Request their help or clarification if you are stuck.
- Avoid changing the subject in defensiveness.
- Maintain and demonstrate a desire to collaborate and grow.
- Ask for support in making any changes.

¹ Officevibe.com ² HBR.org ³ Gallup.com