

07 GIVING FEEDBACK

1. Be descriptive: describe your own perception and reaction. Your partner may make use of this information or not.
2. Be clear and precise: the feedback should be comprehensible.
3. Try to be as objective as you can: others should be able to validate your observation.
4. Leave out moral judgement: this reduces the urge to defend yourself and reject the feedback.
5. Address concrete behavior, not general issues: if you tell someone they are rude, they can do very little about that. Instead, tell them what they have done concretely and how this impacted you or the group.
6. Share observations rather than guesses, fantasies, or interpretations.
7. Address behavior that can be changed rather than issues on which your partner has little or no influence.
8. Check if your feedback is welcome and has been invited: feedback is most effective when the recipient has asked for it. If you attack someone with feedback, you should not hope for a deep conversation.
9. Consider the needs of your partner: if you do not care whether they benefit or even get harmed, you are destroying your relationship.
10. Give timely feedback: feedback is more effective the shorter the time span is between the behavior in question and the information about the effect of the behavior. However, consider other circumstances, e.g. the level of tension. When high emotions are involved, the willingness to accept feedback will be limited.

SOURCE:

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