

# Giving and Receiving Feedback

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## **Observational Feedback:**

- Is a gift. Is given in a caring way.
- Is for the receiver.
- Is descriptive, not evaluative.
- Is specific with description of time and place and impact.
- Has no ultimatum.
- Is an observation of perceived fact
- Is open and honest.
- Relates to one interaction at a time.
- Is timely and specific.
- Deals only with behavior about which the receiver can do something.
- Makes no assumptions.
- Is clear.
- Speaks what is true about the situation.
- Avoids “musts”, “shoulds”, and “need tos”, “awfulizing”.
- Provides useful information.
- Is prompt.

## **Observational Feedback Is Best Communicated If Both People:**

- Consider the goal of the interaction.
- State positive intent.
- Take personal responsibility for their behavior and reaction.
- Seek to understand before being understood.
- Actively solicit feedback (When I did this, what did you see, feel, think?).
- Are open to unexpected ideas and outcomes.
- Make eye contact during conversation and don't stare.
- Have faces consistent with the message.
- Use a straightforward tone of voice.
- Are physically postured for the message - close enough to engage each other, far enough away to allow time for the words to reach the other person.
- Gesture with awareness.
- Speak smoothly - not too fast, minimum pauses.
- Provide it at an appropriate time - is personal and confidential.
- Ask for paraphrasing.
- Maintaining your relationship.
- Use “I” statements.
- Describe rather than judge.
- Use neutral language.
- Take time to hear and to clarify.

## **To Receive Observational Feedback:**

- Listen - allow time for it to sink in before responding.
- Pay attention to all of the words.
- Accept it as a gift - with attitudes that support assertion.
- Examine the intent of the feedback.
- Picture a protective shield surrounding you before you react.
- Act like a filter, strain emotion from the feedback.
- Ask for specifics, clarify.