

Giving and Receiving Feedback Tips

Use the following steps and tips to elicit high quality, objective feedback from colleagues.

1. Give the person you want feedback from the 'topic' you'd like to receive on. For example 'my leadership style'; 'my emotional intelligence'; 'how I come across in meetings' etc.
2. Give the person you want feedback from a framework for the feedback. For example I'd like to receive feedback on this topic in terms of a) What I do well; and b) What I could do more of or more effectively. Be sure this framework allows the person to consider your strengths and opportunities with the topic you are receiving feedback on.
3. Give people time to prepare. Provide people with at least a couple of days notice so they can prepare their feedback. Give them the topic and framework questions to help guide them.
4. Ask the person to be as specific as possible and where possible to provide examples.
5. Ask open probing questions to clarify things you hear but don't completely understand. When giving feedback people often make quite vague statements like "you could be better at dealing with people". When you hear things like this ask probing questions like "when you say I could be better at dealing with people, what are some specific things I could be doing?"
6. Don't justify or put things into context, no "yes, but, because...". Putting things into context can sound defensive and hinder the feedback process. Remember their perception is their truth it's not about whether it's right or wrong, it's about understanding how others are perceiving you.
7. Ask for actions that could be taken to issues or challenges provided. Say things like "if you were in my shoes what would you start doing to address this feedback"
8. Ask for their support (in implementing the things you decide to do differently)
9. Be authentic about what you will and won't address. It's important to hear all feedback and not to justify. Equally you may not agree with everything said or think all things are relevant or possible. Be authentic about what you will do and what you won't. Whether you provide rationales for these should be considered in the specific context you are in with the person giving you the feedback.
10. Set follow-up to establish progress and review actions taken. Usually meeting again with the person 2-3 months later is a good timeframe to revisit the conversation and actions and to check in with the person who originally provided you with the feedback.
11. Thank them