GIVING FEEDBACK

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ELEMENTS OF GOOD FEEDBACK

Includes relevant and important information

- Explains why you are requesting the change and provides information about consequences.
- **Y** NOT: I don't like when you use pink post-it notes.
- Better: This report is going to the CEO, so I want to make sure there are no typos.

Includes specific examples

- ► Offers specific examples demonstrating the feedback.
- NOT: You are always late.
- Better: You have been late the past three days, and yesterday you missed the first 20 minutes of the staff meeting.

Uses positive, neutral, and descriptive language

- **X** NOT: That presentation was awful. You really messed up.
- Better: Let's talk about some challenges you encountered during that presentation and how we can prevent them in the future.

Timely

- Given soon after the behavior takes place.
- NOT: You wrote an article last fall that was full of incorrect information.
- Better: *The article* vou wrote last week had some inaccurate information, and I want to make sure you have access to the correct information.

Relates to professional traits that are relevant to work

- **⋉**NOT: *You are too* friendly with your coworkers.
- Better: You spend too much time during the day talking with coworkers about non-work-related things.

Includes only aspects that the employee can change

- NOT: People would take you more seriously if you were taller.
- /Better: You have a tendency to check your phone during meetings, and it makes it seem like you are not paying attention.

- Offer them a chance to ask questions.
 - Don't be afraid to hear their emotions and defenses.

TIPS ON GIVING GOOD FEEDBACK

• Examine your motives.

this feedback?

improve now.

feedback.

Why are you providing

• Don't wait for a year-end

review before expressing

areas for improvement!

Give them a chance to

• Put yourself in their shoes

and imagine how you

would receive this

• Instead of telling them

by asking them about

why they made a

perspective.

• Reframe "negative

opportunities for

feedback" into

improvement.

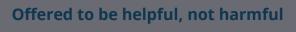
what they did wrong, start

particular choice or took a

particular action. Be open

to learning about their

- Demonstrate a commitment to partnering with them to support their improvements.
- Ask them what they need in order to make the improvements you are requesting.



Presented in private

Includes examples of desired behavior

