TIPS ON GIVING GOOD FEEDBACK

Examine your motives.
Why are you providing this feedback?

Don't wait for a year-end review before expressing areas for improvement! Give them a chance to improve now.

Put yourself in their shoes and imagine how you would receive this feedback.

Instead of telling them what they did wrong, start by asking them about why they made a particular choice or took a particular action. Be open to learning about their perspective.

Reframe "negative feedback" into opportunities for improvement.

Offer them a chance to ask questions.

Don't be afraid to hear their emotions and defenses.

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.

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Clemson University Ombuds Office

GIVING FEEDBACK

TESSA BYER, OMBUDS FOR STAFF

ELEMENTS OF GOOD FEEDBACK

- Includes relevant and important information
  - Explains why you are requesting the change and provides information about consequences.
  - 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.
  - 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
  - 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.
  - Better: The article you 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.

- Offered to be helpful, not harmful
  - Presented in private
  - Includes examples of desired behavior

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