

Feedback

The art of giving feedback

Offer feedback and get consent

- Be specific
- Build on observations
- Show respect and empathy
- Be non-judgemental
- Use 'I'
- Be forward-looking
- Give feedback at the right time in the right place

The art of receiving feedback

Seek feedback and get consent to receive it

- Be open and willing to listen
- Avoid
 - being defensive and launching a counterattack
 - interrupting
- Say thank you for the feedback
- Think about the feedback and use it appropriately!