

Giving and Receiving Feedback

- Can be difficult
- Basic part of team development, leadership, and friendship
- Both parties must use effective listening

Tips on Giving Feedback

- Is it helpful?
- Do others want it?
- Can it change a behavior?
- Is it specific?
- Does it describe behavior?
- How does it impact you?
- Does it contain an “I” statement?
- Did the recipient understand what you said?

You can give caring feedback without a good technique, but the slickest technique in the world will not hide a lack of caring.

Tips on Receiving Feedback

- Seek out feedback.
- Listen carefully.
- Listen actively.
- Listen empathetically.
- Monitor your emotions.

*Consider feedback to be a gift.
It truly is one.*