



# GIVING AND RECEIVING FEEDBACK



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# GIVING AND RECEIVING FEEDBACK

## Menu



# GIVING AND RECEIVING FEEDBACK

## Welcome

Welcome to this course on Giving and Receiving Feedback.

In life, it is important to know how to give feedback to others, both effectively and constructively and without being offensive.

In this course, you will learn how you can communicate with someone in a constructive and helpful manner to help them or encourage them to change their behavior.



# GIVING AND RECEIVING FEEDBACK

## Course Objectives

By the end of this course, you should be able to:

- Define effective feedback
- Explain the steps involved in giving effective feedback
- Describe the best ways to receive feedback

SAMPLE FOR EVALUATION  
PURPOSES ONLY



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# GIVING AND RECEIVING FEEDBACK

## What is Effective Feedback?



Effective feedback is feedback that is clearly heard, understood, and accepted.

While you cannot predict or control if the recipient of the feedback is receptive or takes action on the basis of the feedback, you can definitely ensure that your feedback is effective.



# GIVING AND RECEIVING FEEDBACK

## Feedback Scenario 1

Take a look at this conversation and answer the questions that follow.

*Click each character to view the conversation. Then answer the questions that follow.*



John: I just reviewed your report. Your writing is very shoddy. You sound confused here.

Lisa: Can you tell me what you think would work better?

John: You've been working on this report for two weeks! I'm very disappointed, I expected better work from you.

# GIVING AND RECEIVING FEEDBACK

## Feedback Scenario 1

Take a look at this conversation and answer the questions that follow.

*Click each character to view the conversation. Then answer the questions that follow.*

**Q1. Do you think John gave Lisa effective feedback?**

*Select your answer and click **Submit**.*

- Yes, Lisa did a bad job with the report and John clearly expressed this in his feedback.
- No, John was unclear with his feedback and could have given more specific inputs.

Submit



John: I just reviewed your report. Your writing is very shoddy. You sound confused here.

Lisa: Can you tell me what you think would work better?

John: You've been working on this report for two weeks! I'm very disappointed, I expected better work from you.

# GIVING AND RECEIVING FEEDBACK

## Feedback Scenario 1

Take a look at this conversation and answer the questions that follow.

*Click each character to view the conversation. Then answer the questions that follow.*

**Q2. Which of the following is true for the way John gave his feedback?**

*Select all that apply and click **Submit**.*

- Not constructive
- Negative
- Motivating
- Ineffective

Submit



John: I just reviewed your report. Your writing is very shoddy. You sound confused here.

Lisa: Can you tell me what you think would work better?

John: You've been working on this report for two weeks! I'm very disappointed, I expected better work from you.



# GIVING AND RECEIVING FEEDBACK

## Menu



# GIVING AND RECEIVING FEEDBACK

## Rules for Effective Feedback

There are five rules for effective feedback.

- Talk about behavior, not personality
- Explain the impact of the person's behavior
- Give specific feedback
- Give timely feedback
- Pick your moment

*Let's learn about each rule in detail. Click **Start** to begin!*

Start

# GIVING AND RECEIVING FEEDBACK

## Rules for Effective Feedback

### Talk about behavior, not personality

The first, and probably the most important rule of feedback is to remember the following:

- You are not commenting on the type of person they are, their beliefs or values.
- You are only giving your opinion on how they behaved or performed.
- You are not discussing matters related to personality, intelligence or anything else. Only behavior.

*Drag the slider to view all the rules.*



**Talk about  
behaviour**



Explain  
impact



Give specific  
feedback



Give timely  
feedback



Pick your  
moment



# GIVING AND RECEIVING FEEDBACK

## Rules for Effective Feedback

### Explain the impact of the person's behavior

The second rule is to explain how it made you feel or what you thought. Present the feedback as your opinion; this makes recipients more open to hear and accept it, even if you are giving negative feedback. This is a blame-free approach that only involves a discussion of cause and effect of an action or behavior, and is much more acceptable.

Choose your feedback language carefully. Useful phrases for giving feedback include:

“When you did [x], I felt [y].”

“I noticed that when you said [x], it made me feel [y].”

“I really liked the way that you did [x] and particularly [y] about it.”

“It made me feel really [x] to hear you say [y] in that way.”

*Drag the slider to view all the rules.*



Talk about  
behaviour



**Explain  
impact**



Give specific  
feedback



Give timely  
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Pick your  
moment





# GIVING AND RECEIVING FEEDBACK

## Rules for Effective Feedback

### Give specific feedback

The third rule is to make sure that you give specific feedback; don't be vague!

In tense situations, it is easy to write off all that the person has done as something negative. "You're always making these mistakes." "You can't do anything."

This is not effective or constructive feedback.

Take the time to think about specific actions, behaviors, or occasions and point those out to the person, stating the cause and effect of the action. The more specific your statement is, the easier it is for the person to take the feedback and do something constructive on its basis.

*Drag the slider to view all the rules.*



Talk about  
behaviour



Explain  
impact



**Give specific  
feedback**



Give timely  
feedback



Pick your  
moment



# GIVING AND RECEIVING FEEDBACK

## Rules for Effective Feedback

### Give timely feedback

Rule number four involves remembering to give feedback at the right time. There is no point in waiting for six months to give someone feedback on something that offended you, because chances are they won't remember it and will wonder why you are bringing it up now. This applies for both positive and constructive feedback.

Make sure you think about what feedback you want to give, how you are going to say it, and ensure you give it in a timely manner.

*Drag the slider to view all the rules.*



Talk about  
behaviour



Explain  
impact



Give specific  
feedback



**Give timely  
feedback**



Pick your  
moment



# GIVING AND RECEIVING FEEDBACK

## Rules for Effective Feedback

### Pick your moment

The final rule, rule number five, is to pick the right moment to give feedback. This is a crucial step. You need to gauge when people are feeling open to feedback and when they aren't.

For example, an angry person won't want to accept feedback, even given skillfully. Wait until they've calmed down a bit.

*Drag the slider to view all the rules.*



Talk about  
behaviour



Explain  
impact



Give specific  
feedback



Give timely  
feedback



**Pick your  
moment**



# GIVING AND RECEIVING FEEDBACK

## Feedback Scenario 2

Feedback doesn't just happen in formal feedback meetings. Every interaction is an opportunity for feedback, in both directions. Some of the most important feedback may happen casually in a quick interchange. Take a look at this conversation two colleagues had in the break room.

*Click each character to view the conversation. Then answer the questions that follow.*



Cathy: You remind me of my dad.

Jude: Really, why?

Cathy: He gets really snappy with me when he's stressed too.

Jude: Oh, I'm sorry, have I been snapping at you? I am a bit stressed, but I'll try not to do it in the future. Thanks for telling me, and I'm sorry you needed to.



# GIVING AND RECEIVING FEEDBACK

## Feedback Scenario 2

**Q1. Do you think Cathy gave Jude effective feedback, and why?**

*Select your answer and click **Submit**.*

- Yes, Cathy raised a serious issue in a casual manner and effectively made her point.
- No, Jude would not have taken Cathy seriously because she raised the issue in a very casual setting.



Cathy: You remind me of my dad.

Jude: Really, why?

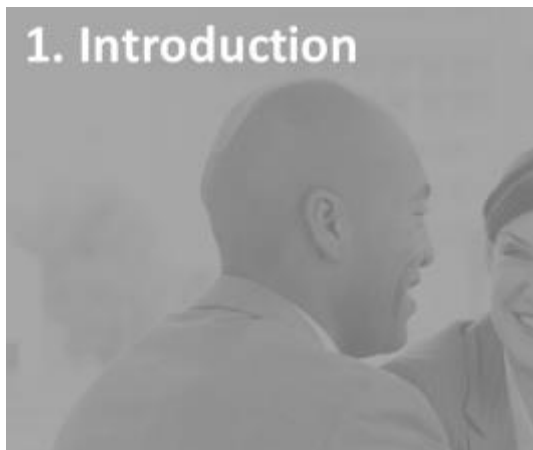
Cathy: He gets really snappy with me when he's stressed too.

Jude: Oh, I'm sorry, have I been snapping at you? I am a bit stressed, but I'll try not to do it in the future. Thanks for telling me, and I'm sorry you needed to.

Submit

# GIVING AND RECEIVING FEEDBACK

## Menu



# GIVING AND RECEIVING FEEDBACK

## Receiving Feedback

Just like for giving feedback, it's important to think about the skills you need to receive feedback, as well. This is especially true if it is about something you don't want to hear or if the person giving the feedback is not skilled at it.

*Click each button to learn some key rules for receiving feedback.*

Be open-  
minded

Be explicit

Be attentive

Be aware

Be silent

# GIVING AND RECEIVING FEEDBACK

## Receiving Feedback

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### Be open-minded

To hear feedback, you need to be open-minded to listen to it. Try to listen from the other person's perspective. As with giving feedback, make sure your reflections of questions focus on behavior and not personality.

*For example, you might say:*

So by that do you mean that...and you think that...?

Would it be right to understand that...in your opinion?





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**Be explicit**

Be attentive

Be aware

Be silent

### **Be explicit**

Be clear about what kind of feedback you are looking for. Depending on the situation, you might want to indicate what kinds of feedback you don't want to receive. Remember, feedback from others is entirely for your benefit and if you are not clear about what you want, you are unlikely to get it.

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### **Be attentive**

While receiving feedback, concentrate fully on what is being said. Think about the feedback objectively and focus on what the person wants you to know, not on what you would like to hear.

# GIVING AND RECEIVING FEEDBACK

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### Be aware

Be aware of your own emotional and intellectual reactions to the feedback you're receiving. Do you find yourself rejecting or ignoring any of the feedback? Are you dismissing it because you don't agree with the person's viewpoint? It is important for you to acknowledge any misapprehensions others may have. You can do this by distancing yourself from the situation and act like you are listening to feedback being given to someone else.

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## Receiving Feedback

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Be silent

### Be silent

Receiving feedback is about listening. Don't make a response, or even think of a response, until you have carefully listened to what is being said and considered all its implications. For example, don't do things like correcting factual errors or trying to give an explanation for some incident. If you continue to feel the need to give an explanation, wait for the end of the feedback session and take all points into consideration before making your points.

# GIVING AND RECEIVING FEEDBACK

## Menu



# GIVING AND RECEIVING FEEDBACK

## Conclusion

You've successfully completed this course on Giving and Receiving Feedback. Let's go over some of the key points we covered:

- Effective feedback is feedback that is clearly heard, understood, and accepted.
- There are five rules for effective feedback.
  - Talk about behavior, not personality
  - Explain the impact of the person's behavior
  - Give specific feedback
  - Give timely feedback
  - Pick your moment
- In order to receive feedback effectively, you need to:
  - Be open-minded
  - Be explicit
  - Be attentive
  - Be aware
  - Be silent





# GIVING AND RECEIVING FEEDBACK

## Menu

1. Introduction

2. Rules of Effective Feedback

3. Receiving Feedback

4. Conclusion

Congratulations! You've completed the course on Giving and Receiving Feedback.

Click the button below to exit the course.

Exit Course

