# Tips for Giving Feedback

Approach it positively and calmly.

Always feedback on the action not the person.  This is more dispassionate and less accusatory.

Give specifics and avoid sweeping generalisations.

Don't be afraid to talk about what the other person 'evokes' in you – that kind of 'holding up the mirror' is extremely powerful feedback.

Make sure that you have positive intent in giving the feedback and that you are genuinely interested in helping the other person.

# Tips for Giving Feedback

Give suggestions on what the person can do to improve. The solutions are the keys or building blocks of constructive criticism.

Invite the other person to join you in thinking of ideas to improve.

Be assertive in your feedback in an honest and straightforward way. Avoid half-truths, gossip and bringing other people's names into it.

Always give difficult feedback in private and never in front of others.

Make a note of key points from the discussion. It's useful to have an accurate and objective record for later reflection.

# Tips for Receiving Feedback

Approach it positively and calmly. This will help you to listen effectively and respond appropriately.

Actively listen to the feedback.  Keep an open mind, don't be defensive or jump to conclusions.

Ask for specific examples and clarification if necessary.  Make sure you understand the feedback and check that it is accurate.

# Tips for Receiving Feedback

Consider the feedback and the ways you can address it. If you agree it's correct, think about what you could do differently and what support you might need. If you don't think it's correct, ask why they think it is true and identify if there is a misunderstanding.

Make a note of key points from the discussion. It's useful to have an accurate and objective record for later reflection and also helps when you are making a plan for change.

Thank the person who is giving you feedback, assume positive intent. Constructive negative feedback can be the most helpful and also the most difficult to give.