

Feedback

Praise: an expression of approval or a compliment

Criticism: a negative comment that doesn't provide useful information about how to improve

Feedback: information about a person's performance of a task, shared to help the person improve

Feedback includes specifics so the receiver knows what to continue doing or what to change to be a more effective employee. It is more than praise or a critical comment.

Good feedback always **focuses on a person's actions and performance** towards specific goals.

Guidelines for Receiving Feedback

- Listen carefully and listen without becoming defensive.
- Focus on understanding what is being said so you know exactly what you can do to improve.
- Ask questions ("what do you mean by _____").
- Take time to think about the feedback before responding.
- Remember - everyone receives feedback at work, and feedback is how you improve! It is about your work, not you.

Guideline for Giving Feedback

- Give feedback in person and privately.
- Feedback should focus on actions that can be changed to help someone improve their performance and work better with others.
- Be specific and offer suggestions – either what the person should continue to do or what they might do to improve.
- Use I statements ("I've noticed that you sometimes forget things. Do you think writing a list will help?").
- Remember - if a person doesn't know what to do next after feedback, it is not helpful.