

How to provide feedback

and how to receive it

Positive phrasing

- Constructive feedback is formed on the basis of trust between the sender and the receiver.
- We need to be sure that our intention when giving feedback is to be helpful, not superior.
- Explicitly identify and positively reinforce what was done well.

Specificity of feedback

- Constructive feedback needs to be specific and clear, not vague and general.
- Set priorities – focus on the most important areas observed.
- Be descriptive, not evaluative or judgemental.

Action planning

- If possible, give a specific plan of action to follow.
- Do not explain what YOU would have done in a similar situation, but make suggestions where you see space for improvement.
- Say what impact the aspect that you focus on had on the audience and how you think it can be improved or dealt with differently.

Provide feedback on aspects that can be changed

- Offer the feedback as a tentative suggestion, not a universal truth.
- Focus on aspects that the person has power to change, i.e. comment on behaviour when presenting, not on personality features.
- Check with the receiver of the feedback to see if the person agrees your points are valid.

How to receive feedback

- Start with your own reflections – try to identify what you did well, not only what you could have done better.
- Do not be afraid to ask for more details about the feedback you receive if you feel it is relevant.
- Do not give up practising.