

The Art of Giving and Receiving Effective Feedback



Feedback is a gift



Feedback/comments are
always welcome

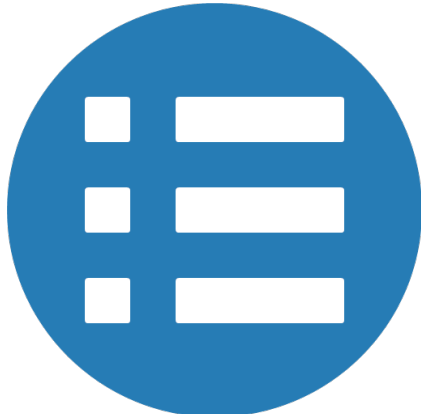
Giving Effective Feedback



Respectful

Ask for permission

May I share my observation



Fact-based

Share facts/ your feelings

What I observed/felt is that ...



Constructive

Stay focused on growth

What I suggest is that ...



Concise

Be to-the-point and short

Max three key points



Open

Be open to any reaction

I respect your feeling ...

Receiving Effective Feedback



Receive the gift

Be open and receptive

I appreciate your feedback



Listen

Listen to listen!

The goal is to listen not to answer, no interruption (zip it)



Understand

Focus on THE message

The goal is to understand, ask questions, clarify, repeat key points, ...



Decide

You always have a choice

Thank you, I have never seen it this way
OR
Thank you, let me reflect and get back to you?



Follow up

Reach a common understanding

There are many ways to follow up: revise the work, set up a meeting, ...