Animals Amplified

TOP TIPS WHEN GIVING FEEDBACK

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Assume Best Intent

I believe there are no BAD people in the world. Broken, yes, but no BAD. Regardless if you agree with me or not if you can force yourself to assume the other person does not have malicious motives your feedback will be more supportive and less accusatory.

Ask Questions to Understand

When we enter a feedback situation assuming we are RIGHT and the other person is WRONG we miss opportunities to learn and compromise. Ask questions with the intent to understand, not with the intent to prove your wrong. Act like a scientist, not a lawyer.

"I noticed..."

When giving feedback use phrases like "I noticed...." followed by, "I prefer...." or "Our policy is....". This helps to contrast between what you noticed and what you expect. This is most useful with mgmt to peer feedback.

Facts

Having written policies and procedures can be very useful in settling disputes. When two co-workers disagree refer to the policy to determine direction. If no policy exisits determine what is preference and what is protocol.

3rd object

Having a 3rd object in the room to refer to when giving feedback can be useful. Maybe it's a picture, protocol, skills card, checklist, evaluation, or form. This takes the focus off the individual and on to the feedback.

Be specific

General feedback is not helpful for growth and learning. Feedback needs to be focused and specific to help indviduals grow.

In the moment

Be careful however not to present lists or multiple things over a long stretch of time, feedback should also be TIMELY. Remember you are not a lawyer or detective presenting evidence. You're a coach pointing out what needs to be improved for your teammate to win the game. .

Focus on the behavior

When giving feedback avoid talking about the person and instead focus on the behaviors. What specific behaviors need to change, this not only helps make the feedback less accusatory but also helps you define the behaviors that you want as well.

What's Right?

Don't forget, most people get 95% of the work CORRECT, however we tend to focus on the 5% they got wrong. Don't forget to look at all the data, just like a scientist.

95%

Be supportive

It is important to believe the person can improve or that you can come to a compromise. If you don't believe that, reevaluate what feedback you need to deliver so that you can be genuinely supportive.