

F E E D B A C K S K I L L S

Giving Feedback

Main criterion's for giving feedback:

- **Specific:** describe what you have noticed/ perceived and point out clear indicators for it that the recipient can understand/ recall the addressed situation. Avoid judging or labeling the person (Example: “You didn’t do your homework yesterday” is better than “You are always so lazy”). Avoid generalizing like “You are always.....”, “You never” or condemning.
- **Positive:** catch the person in doing ‘good’ or point out the positive aspects you have noticed (Example: “You have improved your results in history if you continue like this you can get the scholar ship”).
- **Constructive:** suggest/ offer alternatives or examples to support improvement instead of criticizing only (Example: “I noticed that you have improved your writing. I would appreciate if you write on a separate sheet instead of writing in the book”).
- **Appropriate situation:** choose an appropriate time and place to address the person (face to face). You should never offend or embarrass the person in front of others.
Don’t force the person for any immediate response.

Receiving Feedback

The person who receives feedback should...

- **Listen:** Don’t reject or criticize the compliments neither do interrupt by justifying (you may feel like, but try not to).... **Lean back and just listen first!**
You can always ask questions for further clarification (for example: “When did that happen?” “Could you give an example of that?”).
- **Reflect:** take time to reflect on what you have heard. Helpful questions might be: is the feedback congruent with my self-image? What is the helpful message in it to enrich my personal development or competencies?