

CLEAR GIVING FEEDBACK

C
CONSTRUCTIVE
Prepare the case.

- ✓ DO
 - Be clear about the purpose of the feedback
 - Choose the right time and place
 - Take the receiver's position into account

✗ DON'T

- Give feedback without knowing what you want to achieve
- Treat people disrespectfully, e.g. interrupting in front of others
- Assume the receiver's mindset, culture or personality

L
LANGUAGE
Words matter.

- ✓ DO
 - Use positive language
 - Use direct, action-focused statements
 - Use relevant facts

✗ DON'T

- Make vague statements that go misunderstood or unnoticed
- Make sweeping statements that attack character
- Use incorrect or non-verified facts

E
EVALUATE
Manage reactions.

- ✓ DO
 - Listen calmly
 - Give the benefit of the doubt
 - Understand your contribution to the problem

✗ DON'T

- Get emotional because the receiver does
- Jump to conclusions about their intentions
- Blame the receiver without questioning your own role

A
ACTION
Reach an agreement.

- ✓ DO
 - Focus on a desired future
 - Involve the receiver
 - Brainstorm SMART goals

✗ DON'T

- Dwell on past mistakes and problems
- Set goals and actions without involving the receiver
- Fail to follow up and measure progress

R
RELATIONSHIP
Move on.

- ✓ DO
 - Re-establish the relationship
 - Offer a fresh start
 - Ask for feedback on the feedback

✗ DON'T

- Treat the receiver differently afterwards
- Show you are keeping track of mistakes
- Ignore or discard feedback from the receiver

CALM RECEIVING FEEDBACK

C
CONSIDER
See the giver's point of view.

- ✓ DO
 - Show empathy
 - Unpack feedback for deeper meaning
 - Separate the message from the messenger

✗ DON'T

- Assume the giver's position, mindset or personality
- Miss the deeper meaning or value of the feedback
- Reject it based on the giver's credibility or intent

A
AWARENESS
Know yourself.

- ✓ DO
 - Recognise your emotions
 - Be aware how you tend to deal with feedback
 - Understand how others perceive you

✗ DON'T

- Fail to recognise and manage emotional thinking
- Lack awareness of your tendencies with negative feedback
- Misjudge how others see you

L
LISTEN
Control yourself.

- ✓ DO
 - Show confidence
 - Control the impulse to act
 - Stay open to new information

✗ DON'T

- Become defensive, angry or conflictive
- Try to prove the giver wrong or win the argument
- Interrupt and finish the giver's sentences

M
MANAGE
Actively question.

- ✓ DO
 - Use the CLEAR steps for clarification
 - Repeat back words for understanding
 - Take responsibility for actions

✗ DON'T

- Fail to ask open clarifying questions about the facts
- Fail to summarise and understand the giver
- Deny, blame or find excuses to deflect feedback