

Giving and Receiving Feedback

To receive feedback:

- Think about how you usually respond to feedback and break bad habits
- Separate the feedback from the person
- Give feedback due consideration
- Start with small changes

Unproductive Ways to React to Feedback

Some bad habits to avoid include:

- Defending yourself
- Arguing
- Hiding your emotions
- Criticizing the messenger
- Ignoring the feedback

How to Give and Receive Feedback

When you **receive** feedback:

- Separate the feedback from the person
- Give feedback due consideration
 - Ask what the observer noticed and expects
- Try advice/change on a small scale first
- Ask about the outcome the person expects
- Ask for one specific thing you can change

When you observe and then **give** feedback, keep the following in mind:

- Deliver all constructive feedback respectfully
- Enable and sustain safe work
- Ensure next steps are clear and agreed upon
- Make sure safety is EVERYONE'S responsibility (not just yours)
- Build relationships

Characteristics of Effective Feedback

DO:

- Explain your purpose
- Assume people may not know risks
- Lead with the positive
- Be timely and specific
- Stay calm and express concern
- Be personable
- Restate what you heard
- Thank the person

DON'T:

- Distract workers
- Assume you know what is wrong and how to fix it
- Make it personal
- Be vague/general
- Write while observing