FEEDBACK: 101
GIVING, SEEKING, AND RECEIVING EFFECTIVE FEEDBACK

EFFECTIVE FEEDBACK IS...

GOAL-REFERENCED

If you aren't sure of someone's goals, or if they're not sure of their own, it may tough to provide valuable feedback. If your goal is to maintain a high level of engagement, look for and ask for feedback specific to that goal.

TANGIBLE AND TRANSPARENT

Effective feedback is not abstract. It's up to you as a seeker and provider of feedback to ensure the feedback is delivered and received in a way that's understood. If possible, avoid hypothetical scenarios when providing feedback and limit reliance on memory. Use concrete examples via real-time feedback or use video that can be reviewed for specific content.

ACTIONABLE

Can the feedback easily be used to create concrete changes? Ensure it connects to specific observations and goals. "Good job" "Keep it up" "Nice work" are not actionable comments.

USER-FRIENDLY

Know your audience and deliver accordingly. Not everyone needs feedback sugar-coated; some are more open and eager for advice and evaluation.   This is a matter of understanding goals as well as individual preferences.

TIMELY

Feedback is always the best in the moment. When you can make it happen, immediacy is ideal, but often not realistic. Immediate feedback is common in coaching athletes (i.e. a coach yelling from the sidelines) and often absent in other areas.

ONGOING

A single instance of feedback has limitations. By recognizing patterns and tendencies, feedback can be more directed and helpful. Effective feedback, when provided regularly, builds on itself and allows for support and growth well beyond initial goals. This also allows for a thorough exploration of what is deemed "user-friendly."

CONSISTENT

Providing consistent feedback is vital to having the information received well. Stable, predictable, and trustworthy feedback allows the receiver to build confidence in their ability to move toward their goal and take action on feedback. Inconsistent feedback results in uncertainty and becomes easily dismissed.

FEEDBACK: 101
GIVING, SEEKING, AND RECEIVING EFFECTIVE FEEDBACK

FEEDBACK IS NOT...

ADVICE

Focuses exclusively on what could or should be done differently in the future. It is often necessary and expected, but can be received as critical, judgmental, or demeaning. Advice, out of context, is simply correction and loses some of the potential value. If it is provided without specific observations regarding current behavior is loses even more value

EVALUATION

As the name implies, evaluation is placing some judgment on the observed behavior indicating how "good" or "bad" someone is doing. Any evaluation is often too broad and does not provide genuine feedback.   Evaluation must be balanced with nonjudgmental feedback.

RECEIVING FEEDBACK

DECIDE WHAT'S VALUABLE, AND WHAT'S NOT

Using the guidelines for effective feedback, identify the aspects of feedback (solicited or unsolicited) that are valuable and useful. Look at how it aligns with your goals. Resist the urge to alter your goals based on feedback.

AVOID NEGATIVE MENTAL FILTERS

If you consistently receive feedback that reflects that you're successfully meeting your goals, work to accept your success and stretch your goals appropriately. Often, individuals receiving feedback become hyper-focused on a single aspect of perceived "negative" feedback. Even effective feedback can be received as "negative" due to distorted perceptions.

KEEP THE FEEDBACK ABOUT THE FEEDBACK

Go into the discussion intending to be receptive, open to gaining valuable information. Actively use the feedback conversation as another opportunity to get the most out of what you're given.

"When you pointed out _____, it really helped me realize _____."

"I like hearing 'Good job' and I'm still unsure about what I'm doing well."

PRACTICE MAKES PERFECT

The person providing feedback improves through practice and hopefully develops the ability to recognize patterns. The person receiving feedback also improves on their ability to receive it. Working out once per month results in disproportionate soreness when compared to completing the exact same workout as part of an ongoing routine.