

SHORT GUIDE ABOUT FEEDBACK



Feedback goal:

- recognition of activities that are helpful to you
- pay attention to activities that have a negative impact on you
- identifying areas of personal development that may be beneficial for the respondent
- creating a culture of openness and encouraging continuous improvement

The best feedback is given with:

- respect
- tactfully
- honest
- understanding
- bold

How to give feedback? F (fakty -facts) U (uczucia-feelings) K (konsekwencje- consequences) O (oczekiwania -expectations) Method

- Describe the specific behavior, eg *I have observed... I have experienced....*
- Give examples
- Be feedback owner, speak directly: *I felt...My feeling was....*
- Define what consequences the behavior had, eg *When you refused to let me speak, I felt ... The moment you explained the situation, I understood ...*
- Mark what your expectations for behavior change are
 - Balance constructive and affirmative feedback
 - Refer to things that a person has a real influence to change
 - Make sure your message is well understood
 - Don't judge: *You are..., It was...*
 - Do not use stereotypes, generalizations

How to receive feedback?

- Listen carefully
- Ask questions to get a good understanding of the information
- Ask for specific examples
 - You don't have to agree or disagree with the feedback - try to understand what was said
 - Look for feedback from other sources
 - Decide what you intend to do with the feedback received