

Guidelines to Giving Feedback and Receiving Feedback

Giver

1. Address the person directly.
2. Be specific about what aspect of the individual you are giving feedback on.
3. Be clear about your own reaction to the other person.
4. Offer as much as you think will be useful, avoid giving a long list.
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6. Make a clear distinction between description and evaluation / interpretation.
7. Remember to give *positive* as well as *negative* feedback. Be sensitive to how the other person is reacting to your feedback.

Receiver

1. Treat the feedback you are receiving as information.
2. Listen quietly, do not interrupt.
3. Make your own choice about what you intend to do with the feedback. (Accept, reject, wholly or partly).
4. Avoid arguing, denying, justifying, swallowing whole.
5. Ask for clarification if you do not fully understand the feedback.
6. Distinguish between the content of the feedback and your reaction to it.