Feedback – guidelines:

When giving feedback

1. Remember the **purpose** is to **help the other person**: give three appreciative points for every constructive criticism.
2. Find out what **the other person wants to know**.
3. **Be considered** in your approach – think about what you are going to say – first!
4. Most **people feel vulnerable when receiving feedback** – think how your feedback will affect the other person. How would you feel if it was said to you?
5. **Speak directly to the person receiving feedback** – do not talk about them to other people or to the lecturer.
6. Your feedback is personally from you: **Use "I" rather than "We"** or "The group":
   - What impact has this person had upon you?
   - What have you particularly enjoyed about working this person?
   - What responses has s/he elicited from you?
   - What is it about this person that leads you to trust them or to feel safe and comfortable with them?
   - What is it about this person that makes you feel cautious or anxious?
7. Be honest and non-judgmental. **Say what you actually noticed** about their actual behaviour. For example: "**You interrupted the other person on five separate occasions**", is better than: "You were so full of your own opinions that you would not let the other person get a word in edgeways".
8. **Avoid interpretation**: so talk about specific behaviour, not your personal opinion of the person receiving feedback. For Example: "You didn't cover all of the agenda points," rather than, "You're a poor timekeeper".
9. Don't overload the person with too many development areas. **Two or three areas are sufficient** – 15 is demoralising and pointless.
10. Make your remarks specific. For example: "You were confident" is very general. A better example is: "You made good eye contact, had a friendly style and your posture was open and relaxed. All these things made me feel you were confident in this situation".