



Teamwork Tips

Giving and Receiving Feedback

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Giving Positive Feedback

- * Be honest
- * Compliment behaviour that has already occurred e.g. “Thanks for taking those calls while I was finishing my report.”
- * Be specific e.g. “I like the way you handled that complaint by giving the customer plenty of time to voice their concerns.”
- * Avoid false or backhanded compliments

Receiving Positive Feedback

- * Try not to ignore, argue away, joke about or question compliments.
- * Accept compliments by saying thanks. e.g. “Thanks. I’m glad you like the results. I worked hard on the project”

Providing Constructive Negative Feedback

- * Think before talking e.g. writing down your ideas may help.
- * Choose your timing e.g. when the person isn’t rushed.
- * Watch the feedback ratio: more positive than negative feedback.
- * Frame the issue e.g. “We’ve been working really well together. That’s why I want to talk to you about the reports you’ve been leaving for me to finish.”
- * Focus on the behaviour, not the person e.g. “Jane, I don’t want you to leave your share of the reports in my tray. Let’s sit down and talk about what’s been happening” Rather than “Jane, you’re lazy”.
- * Be precise e.g. “For the past week, you’ve been leaving your reports in my tray without consulting me.”
- * Include the positive in the message. Here’s what I thought you did really well... and here’s what I thought could have been better e.g. “I know that you’ve been helping Tom with his part of the project. This has taken a lot of your time.”

- ✱ Be clear about your expectations and provide information e.g. “I’m happy to help with Tom so that you can get your reports done on time but I don’t want to do them as I don’t have your IT skills. Perhaps we could also look at our workflow and make some changes.”
- ✱ Control your feelings e.g. loud expressions of frustration and anger will cause the other person to feel threatened and less likely to contemplate the feedback.
- ✱ Use an encouraging tone of voice

Responding to Constructive Negative Feedback

- ✱ Relax. Avoid retaliation.
- ✱ Listen and wait. Take the feedback in but not necessarily on.
- ✱ Ask for time to respond if emotions are high.
- ✱ Don’t demand perfection. Even if not phrased well there may be some value in what’s said.
- ✱ Acknowledge the person’s perception if you can see why they think the way they do e.g. “I appreciate the reports were my job.”
- ✱ Validate their feelings e.g. “I can see you’re really annoyed about this.”
- ✱ Agree in part e.g. “You’re right, I do leave some things until the last minute.”
- ✱ Narrow and specify e.g. “Could you tell me when you felt I was being rude?”