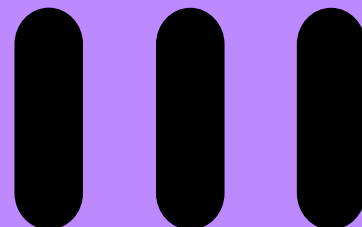


Feedback – giving and receiving



Let's look at some words which are often linked to the concept of feedback.

| Words | Definitions |
|--------------|---|
| Feedback | The idea of giving information about a reaction to a product, task or performance which is then used as a basis for improvement or development. <i>e.g. I see the poster is black. I don't like black as a colour. (Aside - What's wrong with this feedback?)</i> |
| Feedforward | The idea of giving commentary or information for improvement while the action or task is ongoing. <i>e.g. I see people often write without thought or attention to their grammar and spelling. Let me help you set up a Grammarly account help your communication be clear and look professional.</i> |
| Critical | Expressing an analysis of the merits and faults of a piece of work. Involving objective analysis and evaluation. <i>e.g. I see the poster is black. Black makes the blue font hard to read.</i> |
| Constructive | With the intention to be beneficial, to be useful; to build from the existing structure or object. <i>e.g. I see the poster is black. Black makes the blue font hard to read, but as this is a dark themed poster, perhaps experiment with using a variation of a black background to allow the text to be readable but give that eerie sombre mood.</i> |

Empowering you and others

Giving and receiving feedback is something that creates an opportunity to learn from and develop but also creates a bit of anxiety about the judgement you may feel is attached to it. However, feedback is a perspective. It's your view on someone's work, or someone's view on your work. And understanding that it is a perspective, not a judgement, will help you get through some nerves about receiving feedback. The ultimate goal of feedback is to support and develop, never to put down, criticise or disempower.

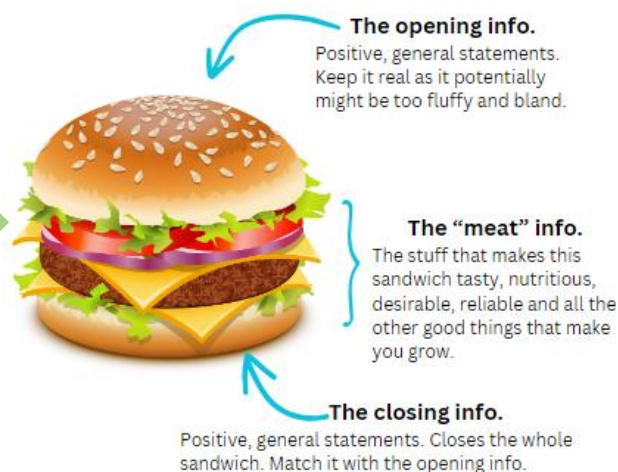
Giving feedback

Before you read the list of tips, quickly make a note on the tips you think you will read. If you were to give someone feedback on how to give feedback, what would you tell them to do?

| | |
|--|---|
| Things to think about when giving me feedback. | Tell me something that is great about my work. Don't be too mean/harsh. |
|--|---|

Read the list below and compare to your list above. Consider why these are pieces of advice when giving feedback on your colleague's work.

- Be clear in the purpose reason or motives – the goal is for the success of you or the person you are giving feedback to. Give mana to the mahi.
- Positives too – we need to feel we are all doing something right, rather than doing something incorrect.
- Be timely.
- Use I statements, not You statements.
- Avoid the words: always, never, should, must.
- Be specific and realistic.
- Keep it relevant, and focussed.
- Incorporate solutions and/or suggestions.
- Balance the feedback by using one of these frameworks.
 - ❖ The feedback sandwich (bread, "meat", bread)
 - ❖ COINS (Context, Observation, Impact, Next steps)
 - ❖ GROW (Goal, Reality, Options, Way forward)



Receiving feedback

Feedback is a gift. It is meant to motivate you to improve; this intention should be there. If it is not present in the feedback or you don't like the feedback, consider why you don't like the feedback before you put it into the back of the cupboard to ignore and forget.

- ◀ Listen to learn – it's given to enhance your skills, your actions or your behaviour. The goal is to support you achieve.
- ◀ Ask for specific feedback – be clear on what areas you want feedback on, or what kind of feedback you want.
- ◀ Be reflective – how did you react to the feedback and why? What is the feedback telling you exactly and how will you respond? Was the feedback useful and why? Why did the feedback not support you?

RESOURCE CORNER

The below links all carry the similar message to above. The reason why the links are here is because sometimes someone saying the same idea but in a different way, resonates stronger than the first way it is said. Another is because the variations in the same idea might suit you better.

| | |
|---|----------------------|
| UTS – a technology university based in Sydney has a comprehensive document on giving and receiving feedback. | LINK |
| Deaken University – quick quiz on how well you handle feedback. Nice start on self-reflection. | LINK |
| For interest: The difference between <i>Feedback</i> and <i>Feedforward</i> in terms of a business operation. | LINK |