SOME PRINCIPLES OF GIVING AND RECEIVING FEEDBACK

The principles below are summarized from an article by John Anderson entitled “Giving and Receiving Feedback” written originally as an internal document of the Procter & Gamble Company.

Principles of Giving Feedback

1. Is the feedback intended to HELP the recipient?
2. Is it UNDERSTANDABLE to the recipient?
3. Is she/he WILLING to accept it?
4. Is it something she/he can DO something about?
5. Is the feedback SPECIFIC rather than general?
6. Are the examples of specific incidents RECENT rather than dated?
7. Does the recipient TRUST my motives and intentions?
8. Will my tone, inflection, behavior, and choice of words communicate the message, “I CARE about you as a person?”
9. Is the feedback DESCRIPTIVE rather than evaluative?
10. Is this TIMING right? Is this the right time to give feedback?
11. Is the feedback related to MY PROBLEM or is it truly something the recipient should address?
12. Are there OTHERS in the organization who can and will confirm the feedback I want to give?
Principles of Receiving Feedback

1. Try not to be defensive. Don’t make excuses or explanations, or lay blame. LISTEN quietly to what is being said and try to understand it.

2. Seek CLARIFICATION of points you don't understand by asking for examples or specifics.

3. SUMMARIZE what the speaker has said to make sure you understand what she/he is saying.

4. Once the feedback is complete, feel free to talk about and express your FEELINGS about the feedback.

5. Remember your right to check or CONFIRM the feedback with others to see if this is an isolated viewpoint or a consistently held one.

6. Remember your RIGHT TO DECIDE who you are and what you are and to reject the feedback if you do not choose to change in the ways suggested or implied.