

The Art of Feedback

Feedback is defined as information delivered in the present moment about past behavior to affect future behavior for the better.

Feedback is an essential communication tool for performance, collaboration, innovation, and morale.

Feedback should always be appreciative and/or constructive, it is never destructive.

Feedback can be likened to a gift. You get to open the gift, look inside, and see how the feedback fits, or not.

Feedback can be both given and received. Some reasons why we wouldn't want to give feedback are: Not wanting to upset or hurt others, or thinking that it won't make a difference. A reason why we wouldn't want to receive feedback is because we get defensive and take things personally.

Proper timing and environment are some things to consider when giving feedback.

Feedback needs to be delivered well according to the roadmap below; again it is never meant to be destructive.

Feedback roadmap: show appreciation, be specific about the behavior in question, show the impact on you or the business, make a request, and listen to how the other person receives it.