

FEEDBACK

- One of the tools for personal development
- Information based on perception about personal behaviour
- Is given with the clear intention to support the personal development of the person receiving it
- Motivates; improves relationship, breaks ice
- Respects confidentiality

NB: If it does not respect the guidelines, it can seriously damage relationships & will reduce the readiness of people to open up

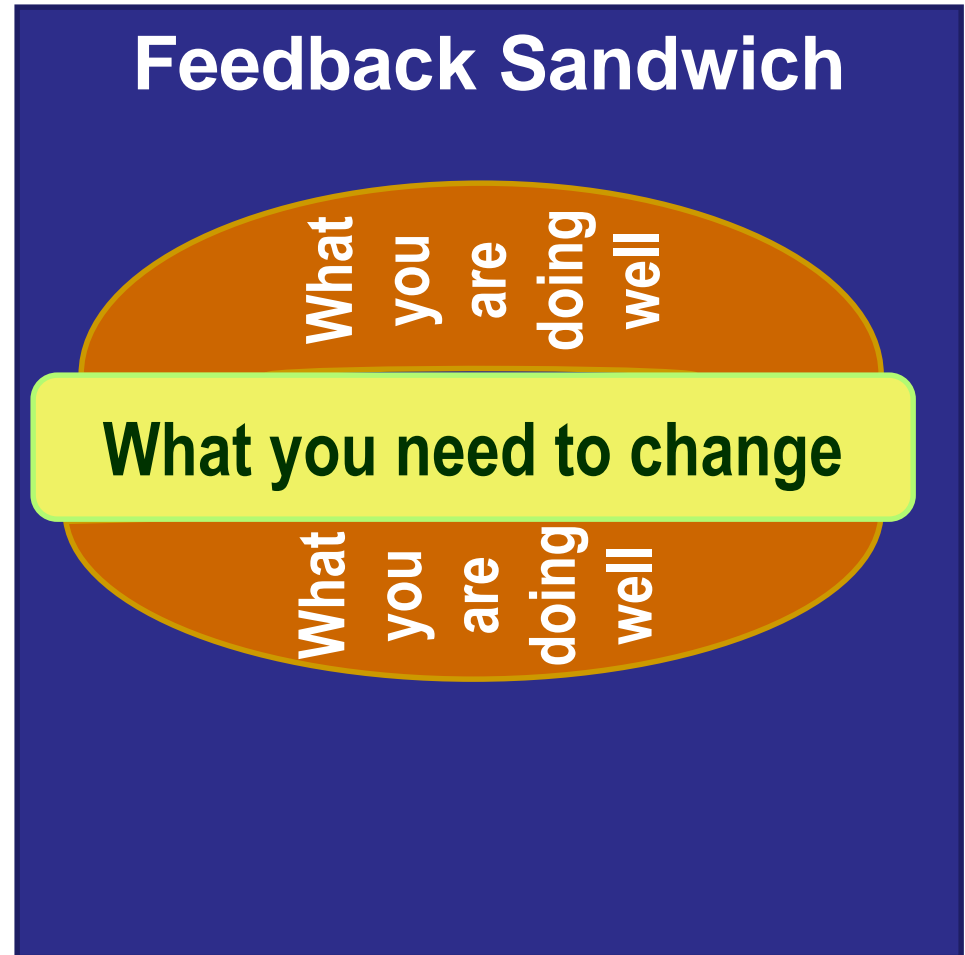
Guidelines For Giving Effective Feedback

- **It is an offer, so take appointment**
- **Give feedback on things/behaviour that you consider positive first**
- **When speaking about behaviour to improve, describe it without judgment**
- **Give feedback timely- do not overdose**
- **Give feedback without reference to others**
- **State that this is your perception, not the ultimate truth**
- **Your offer may or may not be used**
- **Do not expect visible changes immediately**

Guiding tools as you give feedback

1. The Feedback Sandwich

1. **Begin with positive aspects**
2. **Give the weaknesses i.e. areas of improvement**
3. **Finish off with positives again**



Guiding tools as you give feedback

2. The BIC

- **B - Behaviour/action** - what the person did
(when you visited me during the time I was sick...)
- **I - Impact** it had on you
(I felt loved & important)
- **C- Consequences** of behaviour and its impact
(I committed myself to working with the team longer)

Guidelines For **Receiving** Feedback

- ✓ **Ask for feedback when you feel there is something wrong**
- ✓ **Be patient, take appointment**
- ✓ **Refuse feedback when you do not feel comfortable with the issue, time, place or the person**
- ✓ **Concentrate on listening; do not correct, defend**
- ✓ **Ask for examples if you do not get the point**
- ✓ **Afterwards, do think about it before speaking about it**
- ✓ **Say thank you**
- ✓ **You alone will decide on action**