TRAINING & LEARNING

Let's take another look at Feedback

We receive and give feedback every day, at work, at home, in public places. That is good because, as human beings, we need to co-ordinate our actions with other people.

In a perfect world, feedback is useful for both parties both givers and receivers. However, in real life, it mostly serves the givers in sharing their dissatisfaction but does not give much help to the receivers. That is a bit illogical because the primary goal of feedback is to help others to change their behaviour. So, it is better to explain something properly once and see the result instead of repeating it a hundred times but to no avail.

Invest in future communication

Imagine a situation: Your colleague has a habit of micro-managing - regularly gives you and other team members some small tasks in a commanding tone while meeting them in the kitchen or the lounge.

Which behaviour strategy would you choose?

Option 1. You can sometimes complete tasks, sometimes ignore them, sometimes reject completing them, but continue feeling irritation and pressure.

Option 2. You can give detailed feedback to your colleague, explaining how their behaviour affects you. You can even find out how to solve this issue together (change the tone of voice/create tasks in the tracking system/share written requests via email etc.). After some time, you can visit the kitchen and lounge without fear of meeting your colleague and come home in a good mood.

What would you choose?

Of course, Option 2 looks much better. However, Option 1 is more popular among people who don't know how to give feedback properly.

Imagine another situation: your colleague often comes late to meetings. It causes some inconvenience and bad moods. You want to stop this. Let's clarify step by step what you can do.

Step 1. Choose the right time.

The best feedback is a timely one. However, it is better to spend some time to calm down, recall a few situations, and figure out what you are going to say.

Step 2. Choose the right words.

The same idea can be said in different words. These words can represent the difference between good and bad feedback.

These are the four primary components of good feedback. It is easy to make a mistake in each one. So, here are included some good and bad examples.

Behavioural the main reason for feedback! It can be actions or behaviour but not personal and not general.

Emotional usually, it is a consequence of the behavioural part; please express *your emotions*; do not assume anyone else's feelings.

Examples, please recall some cases, do not generalize, and do not rely on rumours.

Suggestion how you expect the problem can be resolved; please avoid a commanding tone.

There are 2 additional components, which are more relevant for verbal feedback, but are applicable for a written as well:

Verification checks out with a person whether you understood each other correctly.

Recommendation it is essential to be very careful here since no-one likes unsolicited advice.

Step 3. Choose the right tool.
You can give feedback either in a written or in a verbal form. However, you should have a convenient place for preparing drafts before meeting or sharing a well-structured written message.

An After Thought!

Even positive feedback requires structure and time for preparing. Which feedback would motivate you more (to continue doing something well)?

Example 1: Hi! Thank you for sharing that feedback. It's cool, I do appreciate it!

Example 2:

- I noticed that you give feedback constantly. (*BEHAVOURAL)*

- It makes me feel happy since it improves our team communication and aligns with our corporate values. (*EMOTIONAL*)

- I saw in statistics of Plai that each week you give one feedback and receive one from your colleague. Moreover, you shared your feedback with me during our last strategy meeting. (*EXAMPLES*)

- It would be great to maintain such cool feedback frequency and quality. (*SUGGESTION*)

ITOL
INSTITUTE OF TRAINING &
OCCUPATIONAL LEARNING

- I am sure our team would work even better if you could share your knowledge during our team meeting. (*RECOMMENDATION*)

- Should you need any help, please contact me... (*VERIFICATION*)

I hope Example 2 won this battle and I hope you receive this type of feedback as often as possible.

ITOL
INSTITUTE OF TRAINING &
OCCUPATIONAL LEARNING