Feedback Principles:

Giving Feedback:

There are a few small steps that can be taken to help ensure that feedback is credible and feasible, such as:

- **Being specific:** Good feedback deals clearly with particular incidents & behaviour. The most helpful feedback is concrete and covers the area of interest specified by the receiver.

- **Avoiding value judgments:** The most useful feedback describes behaviours without value labels such as “irresponsible” or “unprofessional”. If the recipient asks you to make a judgment, be sure to state clearly that this is your opinion.

- **Speaking for yourself:** When giving feedback, be sure to discuss only things you have witnessed. Try to refrain from referring to absent or anonymous people.

- **Appropriate timing:** The most useful feedback is given at a time and in a place that make it easier for the receiver to hear it, e.g., away from other people and distractions.

- **Making feedback feasible:** To be most useful, feedback should concern behaviour that can be changed by the receiver. Feedback on matters outside the control of the receiver is less useful.
Receiving Feedback:

- **Specifying behaviour**: The more specific you can be about the feedback you want, the more likely you are to be able to act upon it.

- **Listening carefully**: Don’t interrupt or discourage the person giving feedback. Try to avoid defending or justifying yourself.

- **Clarifying and summarizing**: You need to get clear feedback in order for it to be helpful. Ask for specific examples. Paraphrase the message to make sure you have heard & understood what was said.

- **Exploring responses**: A good way to pre-test an alternative approach to a situation that has caused problems is to ask the person who gave the feedback if s/he thinks it will be more effective.

-Adapted from [http://www.nsrfharmmony.org/protocol](http://www.nsrfharmmony.org/protocol)