Feedback Tip Sheet

Here are ten tips to consider when delivering feedback.

1. Think of feedback as an opportunity for mutual understanding
2. Provide nonjudgmental information to support your feedback whether it is “positive” or “constructive”. Judgments about an employee are likely to elicit defensiveness
3. Provide a balanced message to create an opportunity for discussion
4. Discuss feedback regularly so that it becomes a process, not an event
5. Engage in a dialogue and avoid the tendency to lecture
6. Allow periods of silence so people can absorb what you say and respond
7. Let go of the need to convince the other person you are right
8. Don’t dilute your message with unnecessary qualifiers like “maybe” “perhaps” and “a little”
9. Avoid overwhelming people with too much feedback at one time.
10. Focus on relevant and significant observations instead of covering every detail