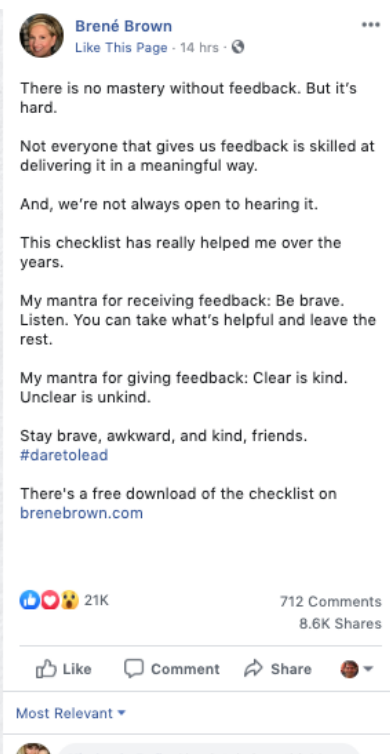
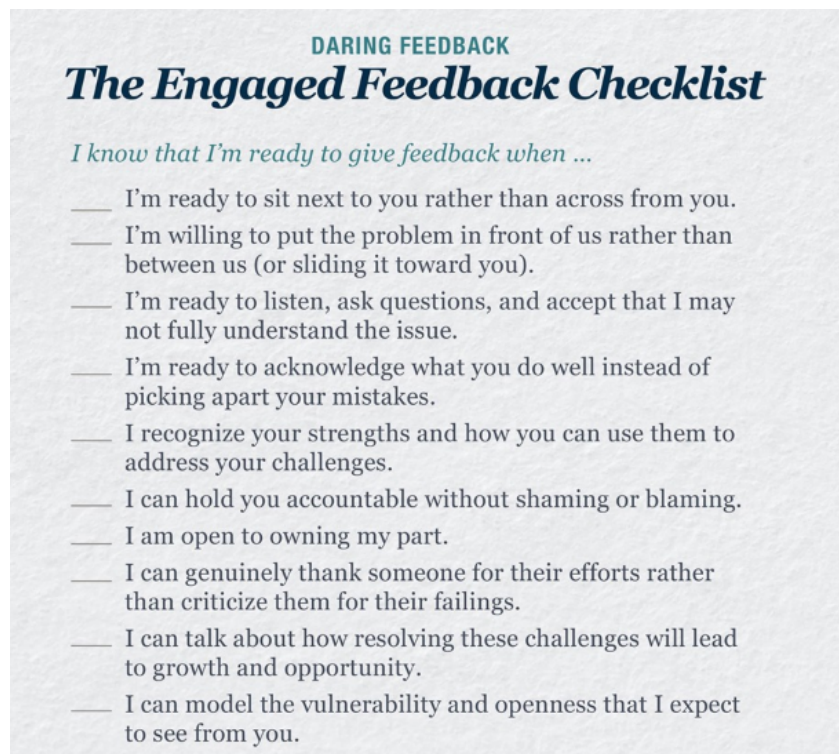


Giving Feedback

Modified from Toastmasters: Evaluate to Motivate

- Advice vs Feedback
 - **Advice:** Avoid giving advice which tells a person what they should do. Avoid “you sentences” such as:
 - “You didn’t...”
 - “You should have...”
 - “You failed to...”
 - **Feedback** is more objective in that it is about what you observed or felt. Use “I/me/my” phrases like:
 - “I believe...”
 - “I suggest that...”
 - “My reaction was...”
- The purpose is to help and encourage the speaker.
 - Evaluate the presentation, not the person
 - Provide honest and sincere praise.
 - Give positive reinforcement when improvements occur.
 - Give constructive feedback when needed.
 - If you see symptoms of fear or insecurity, consider your next words carefully
- Avoid being disingenuous
- Always end your evaluation positively.

Brene Brown Feedback Thoughts



Receiving Feedback

Consider what state you are in at the time you receive feedback (SARAH)

- **Shocked:** “What, really, did I hear you right? After all the work I put in?”
- **Annoyed:** “No way, others obviously just don’t get it”
- **Resistant:** “I get it, but I just don’t buy it”
- **Accepting:** “What do I need to consider? Can you give me an example?”
- **Helpful:** “What would you suggest that I do differently?” This is how we grow!

Reasons feedback may be difficult to hear

- **Truth:** you may feel the feedback is incorrect
- **Relationship:** the feedback is hard to receive because of the person giving it
- **Identity:** The feedback may not align with your personal self-image

Working toward agreement

- Focus on the other person and what they are saying.
- Ask questions to understand the other person’s perspective
- Communicate information, as needed, to offer your point of view
- Identify potential areas for change and actions
- Come to an agreement and commit to the action plan of change
- Thank the other person for their time