



The good way you give feedback

Relevance: Is it relevant for the receiver. Focus only on things that can be changed and that the receiver can use in the future.

Honesty: Clearly say what you mean in a proper manner and without sugar coating it.

Time: Give your feedback as quickly as possible. Postponement increases the chance of conflict.

Specific: Be specific and factual - or keep quiet.

Worst/best: Start with criticism , end with praise. The feedback experience becomes better with praise at the end.

Your experience: Avoid “You did, said, meant”. Use phrases such as “I experienced...”, “I feel...”, “I think...”.

3-5 things: Focus on no more than 3-5 things. Your feedback becomes clearer, and most people struggle to remember or relate to more than 3-5 points.

No blaming: Focus on the things that are changeable, have potential, and the things that were good - blaming is useless and only reminds the other of something they did.

Summarize: Finish with a brief walk through of your feedback and make sure that the receiver understood it. You should only give feedback on a particular situation once - remember everything that one time.

Questions: The receiver must be able to ask questions.

The good way to receive feedback

Get feedback: Encourage others to give feedback on something you do.

Listen: Be so mentally open that you hear what they mean - not what you want to hear.

Repeat: Tell the other what you heard them say.
“Is what you meant that ...”

Specific: If the feedback is diffuse, ask for specific examples.

Take notes: Write while you listen to prevent your subconsciousness to repress uncomfortable feedback.

Posture: Sit or stand with your back straight, relaxed, and without “closing” your body in a hidden defense.

Say thanks: Avoid to defend or explain yourself - say thanks. If you want to explain something, wait for the entire feedback to be finished.

More sources: Ask for feedback on the same situation from more than two people. You will quickly notice if you have a certain pattern.