

Giving and Receiving Feedback

Giving constructive feedback is a vital skill and one that we can benefit from in all aspects of our lives. Regardless of whether we are saying “well done” or discussing an area where you need performance or behaviour to change there are some useful guidelines to consider.

When giving feedback you need to...

- prepare properly
- be truthful, honest and use integrity
- be tactful and polite
- have a specific example(s) to discuss
- be constructive
- time the approach
- listen as well as talk
- focus on behaviour not personality
- know how you will make the feedback actionable
- follow it up

The SNAP model for giving feedback...

- Always use SPECIFIC examples
- Focus on the specific behaviour and remain NON-JUDGEMENTAL
- Have an ACTION PLAN
- Give the feedback at the right TIME



Constructive feedback is a gift given by people who care enough to help

When receiving feedback ...

- listen and do not interrupt initially
- be open and welcoming
- be patient
- ask questions for clarity
- ask for examples (if they are not given)
- take it seriously
- be grateful and receptive
- remember, it is the other person's perception
- do not take it personally
- do not sulk!
- think about what has been said honestly
- take action, if appropriate

People's ability to receive feedback will often be influenced by how the feedback is given.

The SARAH model of receiving feedback...

- S Surprise or shock
A Annoyance and anger
R Rationalization or rejection

...if the feedback is given well hopefully the person will be able to...

- A Accept the feedback
H Helpful. Find it helpful and be able to learn from it

