

## Feedback – Rules



Feedback is a process that can be helpful and empowering for everyone involved. Receiving feedback is a gift. But giving feedback takes courage. Feedback is always voluntary and should be desired by the recipient. They should want to learn something about themselves. It is about the recipient finding out something about themselves. This should help them to understand themselves better.

There are a few rules to ensure that feedback is successful:

### **For the feedback giver:**

→ Never impose your feedback! Feedback should be desired by the recipient. They should want to learn something about themselves. Feedback is an offer, not a compulsion.

→ The person giving feedback should describe as concretely and precisely as possible what they have observed. They should not judge or interpret what they have seen or heard. The feedback recipient's behaviour should be described as their own observations and perceptions.

→ Give positive feedback first. This makes the recipient more willing to listen. The transition to negative criticism is made with "and" and not with "but"! The "but" can otherwise destroy everything positive that has been said previously.

→ Criticism should be said objectively and constructively. Criticism should relate to a specific behaviour or situation and not to the person as a whole. Criticism should be said objectively and constructively. Criticism should relate to a specific behaviour or situation and not to the person as a whole.

→ Say "I" in your feedback! Only refer to your own perceptions and feelings. Speak directly to the person, not to those present in the room and not about others. Look the person you are giving feedback in the eye.

→ The feedback should be helpful for the recipient. They should learn something about themselves that will help them in their personal development. It is not about the feedback giver "achieving something"!

### **For the feedback receiver:**

→ Feedback is a "gift" from the giver to the receiver. Someone tells you honestly what they think about you and how they see you. So be grateful, willing to learn and open to what you are told.

→ Just listen until the end. Try not to interrupt and don't send out any messages through your facial expressions or gestures. Do not justify or defend yourself! And don't launch any counterattacks.

→ Listen and ask if you have not understood something!

→ Say thank you for the feedback when your feedback provider has finished.

→ If you like, you can respond to the feedback. You can say how you feel about it. What has helped you? What do you want to think about further?

→ Think about what was said to you. Then you decide: What you want to accept and implement and what not

