**Giving and Receiving Effective Feedback**

Feedback represents objective information about performance of individuals or groups. Feedback should be delivered in a direct and respectful manner with good intentions for improvement and success.

Process for giving effective feedback:

1. State the behavior or action that you observed
2. State the impact that behavior has on you/others
3. Reinforce the positive behavior to motivate OR ask what the person could do differently to achieve a different result
4. Ask if the feedback is a surprise
5. Check for mutual understanding, using active listening techniques

Guidelines for giving effective feedback:

* Focus on performance, not the person
* Base feedback on accurate, credible information linked to actions, what you observed
* Share your reactions and observations of other's reactions that you observed
* Focus on goals, key areas for organizational results
* Give feedback in a timely manner, ask if the person/group would like your feedback
* Agree on a good time to talk and do so in a private space
* Pair feedback with clear expectations for improvement
* Listen actively to the other person to come to shared understanding

Guidelines for Receiving Feedback:

* Say "Thank You", it takes courage for someone to give you feedback, it is a gift that helps you close the gap between your perceptions and the perceptions of others!
* Use active listening techniques to share what you understood from the feedback and check for shared meaning
* Try to build asking for feedback into your practice!