



## Giving Feedback to Others

Giving feedback is a verbal or nonverbal process in which a team member shares his or her feelings or perceptions about another team member's behavior or actions. The process of giving and receiving feedback is one of the most important ways for learning new behaviors and determining the impact of our behavior on others. Some guidelines for giving feedback are as follows:

### **1. Feedback should be specific.**

It is important to give clear examples of the behavior or performance that is being discussed. The greater clarity you have in describing the behavior, the more the other person will understand it.

### **2. Be descriptive, not evaluative with feedback.**

This means that you should describe behavior in observable terms rather than using words that may seem to be judgmental. Referring to observable behavior means dealing in the realm of fact - either a team member interrupts the discussion or not. Using evaluative labels and name calling moves the feedback into the emotional realm and deals with opinions. Mixing fact and opinion often creates communication barriers as discussed previously.

### **3. Be timely with the feedback.**

Feedback is most effective when it is given right after the work performance or behavior occurs. Timing also means giving feedback privately and when there is time for discussion.

### **4. Feedback must be on-going.**

Good feedback should be an on-going experience in team member relationships. If giving feedback becomes a routine part of team communication, the feedback process will greatly enhance overall team effectiveness.

The ways in which people give feedback may be influenced by their values and personal philosophies, about how they relate to others, and about people in general. These guidelines can be learned and are valuable in assisting team members in giving useful feedback.