GIVE
&
RECEIVE

Effective feedback

Whether it is during group work or peer review, you are sometimes in a position to give or receive feedback on your work.
How do you give this feedback in a way that helps the person receiving it? How do you welcome feedback and take it into account ?
Here are some tips...

tsm toulouse school of management

How to GIVE EFFECTIVE FEEDBACK

concentrate on the or the
BEHAVIOR, **ELEMENT**
not the person

State the behavior in question, describe how you feel about it, and end with what you want.

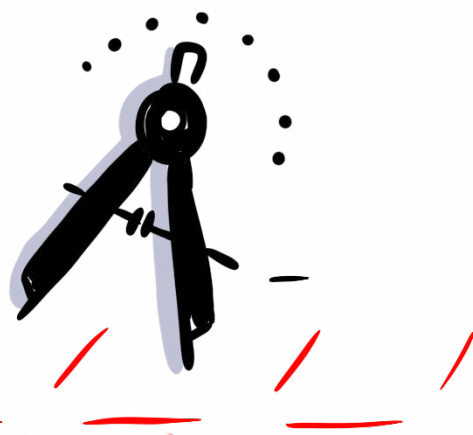**BALANCE** the content: the **SANDWICH** approach

Comment on strengths, identify areas of improvement or ways to make changes, conclude with a positive comment.

be **TIMELY**

Prompt feedback is key since it loses its impact if delayed too long, but take time to prepare it.

be **SPECIFIC**

Avoid general comments, illustrate your statement, offer alternatives.

own the **FEEDBACK**

Use "I" rather than "they" or "one" : feedback is merely your opinion.

be **REALISTIC**

Focus on what can be changed, avoid using the words "always" and "never."

offer continuing **SUPPORT**

Follow up, make yourself available if recipients have questions

How to RECEIVE FEEDBACK

LISTEN
to the feedback given

Hear the person out without interrupting. Listen to what they are really saying, not what you assume they will say.

be AWARE
of your responses

Attentiveness indicates that you value what someone has to say and puts both of you at ease.

UNDERSTAND
the message

Listen actively, ask questions for clarification if necessary.

be OPEN

Stay receptive to new ideas and different opinions. Often, there is more than one way of doing something.

REFLECT
and decide what to do

Assess the value of the feedback and decide what to do because of it.

FOLLOW up

There are many ways to follow up on feedback: implement the suggestions given to you or re-submit the revised work.