GoShop academy

Providing and Receiving Constructive

Providing and Receiving Constructive Feedback

This section will teach you how to provide and receive constructive feedback effectively. By the end of this section, you will have the skills needed to give feedback that promotes growth and improvement, as well as receive feedback positively to enhance your performance. The section includes comprehensive explanations, practical exercises, and visual aids to help you learn independently.

Skills to be Learned

Principles of Constructive Feedback	Feedback Delivery Techniques	Receiving Feedback Positively	Creating a Feedback Culture	Overcoming Feedback Barriers

Principles of Constructive Feedback

Key Points

- **Specificity:** Provide clear and specific feedback rather than vague comments. For example, instead of saying, "You need to improve," say, "You need to improve your presentation skills by practicing your public speaking."
- **Timeliness:** Give feedback as soon as possible after the observed behaviour or event. Timely feedback is more relevant and easier to act upon.
- **Balanced:** Balance positive feedback with areas for improvement to maintain motivation and encourage development.
- **Focused on Behaviour:** Address specific behaviours or actions rather than personal attributes. This helps the recipient understand what can be changed and improved.
- **Actionable:** Provide suggestions and guidance on how to improve. Feedback should be practical and achievable.

SMART Objectives: Defining Success with Precision

Specific: Clearly define the goal.
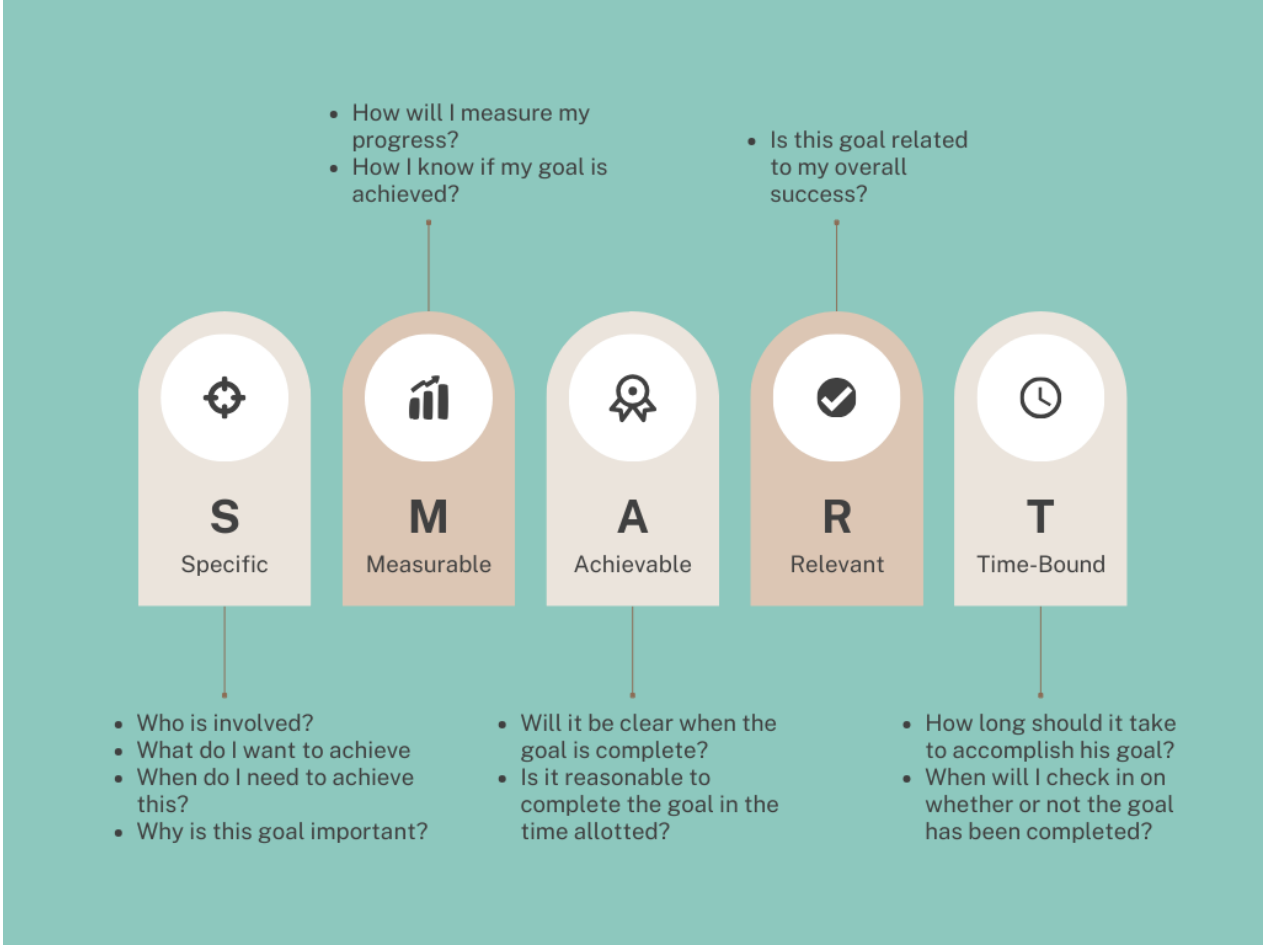
Measurable: Set criteria to track progress.

Achievable: Ensure the goal is realistic.

Relevant: Align with broader goals.

Time-bound: Set a clear deadline.

Feedback Delivery Techniques

01
The Sandwich Method: Start with positive feedback, address areas for improvement, and end with another positive comment. This technique softens the impact of criticism and keeps the conversation

02
The SBI Model (Situation-Behavior-Impact): Describe the Situation in which the behavior occurred, the specific Behavior, and the Impact it had. This provides context and clarity.

03
Using "I" Statements: Use "I" statements to express how the behavior affects you, rather than blaming or criticizing. For example, "I noticed that when deadlines are missed, it impacts the entire

04
Active Listening: Ensure you listen to the recipient's perspective and acknowledge their feelings. This fosters a two-way conversation and mutual understanding.

05
Non-Verbal Communication: Pay attention to body language, facial expressions, and tone of voice. Ensure your non-verbal cues match your verbal message.

Feedback Delivery Techniques Diagram

Sandwish	SBI Model (Situation-Behavior-Impact)	Using "I" Statements	Active Listening	Non-Verbal Communication
Positive Feedback Begin with positive feedback to set a constructive tone. Constructive Criticism Follow with specific areas for improvement. Positive Reinforcement End with another positive comment to maintain morale.	Situation Provide context for the feedback. Behaviour Describe specific actions observed. Impact Explain the effects of the behaviour on the team or project.	"I feel" or "I noticed" statements Focus on your own feelings and experiences. Emotions Avoid assigning blame; express impact on yourself or team. Impact Clarify how the behavior affects you or others.	Listening attentively Ensure understanding of the recipient's perspective. Acknowledging feelings Validate their emotions and responses. Paraphrasing and confirming Reflect back what you heard to ensure clarity.	Eye contact Use open and engaged body language. Facial expressions Ensure facial expressions match the verbal message. Tone of voice Maintain a calm and supportive tone.

Receiving Feedback Positively

Active Listening: Listen attentively to the feedback without interrupting. Focus on understanding the message rather than formulating a response.

Open-Mindedness: Be open to feedback, even if it is difficult to hear. Recognize that feedback is an opportunity for growth.

Clarifying Questions: Ask questions to clarify any points you do not understand. This shows engagement and a willingness to improve.

Managing Emotions: Stay calm and composed, even if the feedback is critical. Take deep breaths and avoid reacting defensively.

Reflection: Reflect on the feedback and consider how you can apply it to improve. Identify specific actions you can take based on the feedback.

Creating a Feedback Culture

- **Regular Feedback:** Encourage regular feedback through scheduled sessions and informal check-ins. This normalizes feedback and makes it a regular part of work life.
- **Safe Environment:** Create an environment where team members feel safe to give and receive feedback without fear of retribution or judgment.
- **Lead by Example:** Demonstrate your commitment to feedback by actively seeking and acting on feedback from others.
- **Encouraging Peer Feedback:** Promote peer-to-peer feedback to create a more dynamic and inclusive feedback culture.

○ **Recognition and Rewards:** Recognize and reward individuals who give and receive feedback constructively. This reinforces the value of feedback.

Overcoming Feedback Barriers

Fear of Conflict: Fear of disagreements or negative emotions can prevent people from giving honest feedback. Address this by fostering open communication and trust.

Lack of Skills: Some people may lack the skills to give or receive feedback effectively. Provide training and resources to build these skills.

Negative Past Experiences: Previous negative experiences with feedback can create resistance. Focus on creating positive feedback experiences moving forward.

Cultural Differences: Cultural differences can influence how feedback is perceived and given. Be aware of these differences and adapt your approach accordingly.

Power Dynamics: Power dynamics can make it difficult for subordinates to give feedback to superiors. Encourage upward feedback and ensure it is valued and acted upon.

Summary

1 Provide clear, specific, and actionable feedback.

2 Deliver feedback using effective techniques that promote positive reception.

3 Receive feedback with an open mind and use it for personal growth.

4 Foster a culture of constructive feedback within your team or organization.

5 Identify and overcome barriers to providing and receiving feedback.