

Giving and Receiving Feedback

Seminar Content:

- Feedback relates to behavior in the past, given in the present, with hope to influence the behavior in the future.
- Welcome feedback as a constructive way to help you develop and improve your skills and performance.

What is the purpose of feedback?

- To support the feedback recipient
- to provide the feedback recipient with information about the impact on the feedback giver

What are characteristics of useful feedback?

- Useful feedback is supportive.
- Useful feedback is continual.
- Useful feedback is detailed.

Reinforcement and redirection

- Reinforce what is good
- Redirect what may be improved or bettered
- Focus on acts -- not attitude
- future oriented
- Supportive
- Continual

Ineffective types of feedback are:

- Silence
- Attacking personal abilities
- Being unspecific

Characteristics of effective feedback:

- it is planned
- it is given in I-messages
- limited to incident being feedbacked

Good feedback is

- Specific
- Accurate
- Inquiring
- without evitable delay

Good feedback includes

- Self-assessment first
- positive and improvable aspects
- courage of the feedback giver to address uncomfortable aspects
- confidential treatment of the content of the feedback
- balance of reinforcing and redirecting aspects

Feedback is always/will always be

- Requested
- Appropriate
- Clear
- Accurate
- Timely
- Specific
- Descriptive
- Useful

To receive feedback

- be open, remain open and receptive

To profit from feedback

- do not argue about the feedback
- do not defend yourself
- do not criticize the feedback giver
- do not explain your rationale or reasons
- Listen to what is being said
- Be aware of immediate reactions
- concentrate on content
- Question if you don't understand
- Ask for help/suggestions/ideas

Literatur

Nr ECTA Biblio -thek	Autor	Titel	Verlag/Jahr/Info
---	Walter Simon	Grundlagen der Kommunikation	GABAL Verlag
---	Patti Hathaway	Giving and receiving feedback	Crisp Fifty Minute Books
---	Douglas Stone; Sheena Hane	Thanks for the feedback	
---	Jörg Fengler	Feedback geben	Lehmanns Media

Revisions

Nr.	Changes	Release	Contrib.	Date
1.	First merge		GH	2014/02/08
2.	Orthography corrected in some places		GH	2014/02/10
3	Review: no changes		EH	2015/04/24
4	Review: no changes		EH	2016/11/19
5	Update for website	1.5	EH	2018/04/29
6	Literaturverzeichnis	1.5	EH	2018/09/25
7	Review: no changes	1.7	EH	2022/Mrz