

# Giving effective feedback should:

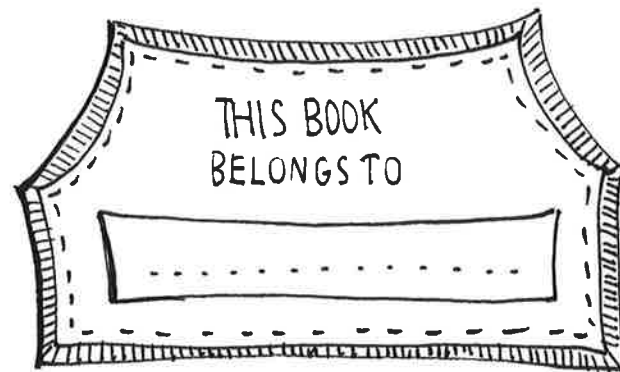
- strengthen confidence or improve effectiveness of the recipient.
- focus on behaviour
- be specific (time, observed behaviour, perceived feedback)

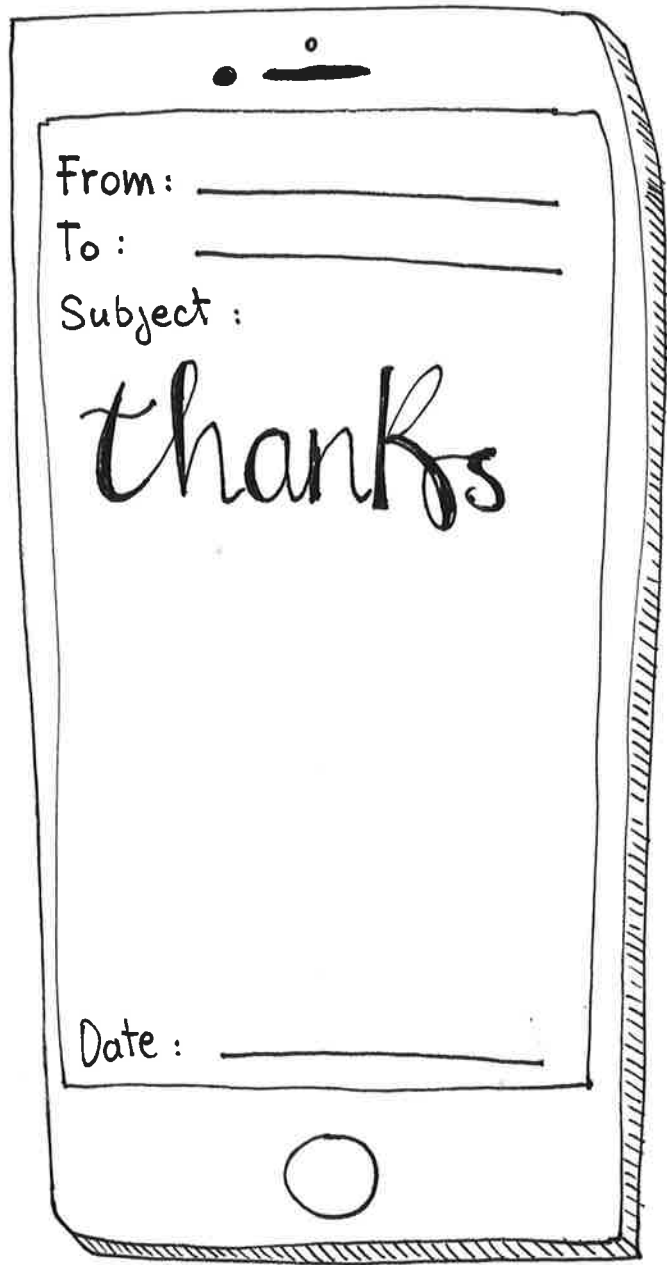
## TIPS FOR GIVING & RECEIVING feedback

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>- make it a conversation</li><li>- give feedback earlier</li><li>- give feedback in private</li><li>- ask if you can give feedback</li><li>- don't expect the recipient to take action</li><li>- remember that everyone's "feedback cup" is a different size</li><li>- earlier feedback doesn't always mean immediate</li></ul> | <ul style="list-style-type: none"><li>- ask for feedback</li><li>- don't defend</li><li>- seek clarification</li><li>- say thanks</li><li>- take action</li><li>- feedback is a gift, you can decide whether to receive it or not, and whether to action it or not.</li><li>- if you want specific feedback, give constraints</li><li>- think about who can help you to work on your feedback (allies)</li></ul> |
|---|--|

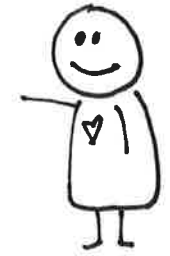
This is the 3rd iteration of this booklet. Help us to make it better. Write to [kwillis@thoughtworks.com](mailto:kwillis@thoughtworks.com) and [smichel@thoughtworks.com](mailto:smichel@thoughtworks.com).

# GIVE & RECEIVE FEEDBACK





# SWOT



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OBSERVED STRENGTHS	OBSERVED WEAKNESSES
OPPORTUNITIES TO GRAB	THREATS TO AVOID

From \_\_\_\_\_  
To \_\_\_\_\_ Date \_\_\_\_\_

# Specific Feedback

\* I am working hard to ....

.....

\* Can you tell me if I am making progress?



\* Can you give me an example?

From: \_\_\_\_\_ Date: \_\_\_\_\_  
To: \_\_\_\_\_

# AD HOC FEEDBACK

< SPECIFIC TIME > E.g. Today...

< OBSERVED BEHAVIOUR > E.g. You said/did.....

< PERCEIVED IMPACT > E.g. It made me / the team feel....

< SUGGESTED SOLUTION > E.g. Next time, try to  
.....

From: \_\_\_\_\_ Date: \_\_\_\_\_  
To: \_\_\_\_\_

# SLIDERS

Eg. ...LISTENING SKILLS

[POOR]

[EXCELLENT]

NOTES: You are always ready to listen & help. for example ...

NOTES:

NOTES:

NOTES:

NOTES:

From: \_\_\_\_\_

To: \_\_\_\_\_

Date: \_\_\_\_\_

Hey! This is a ...

COMPLIMENT

SUGGESTION

NOTES

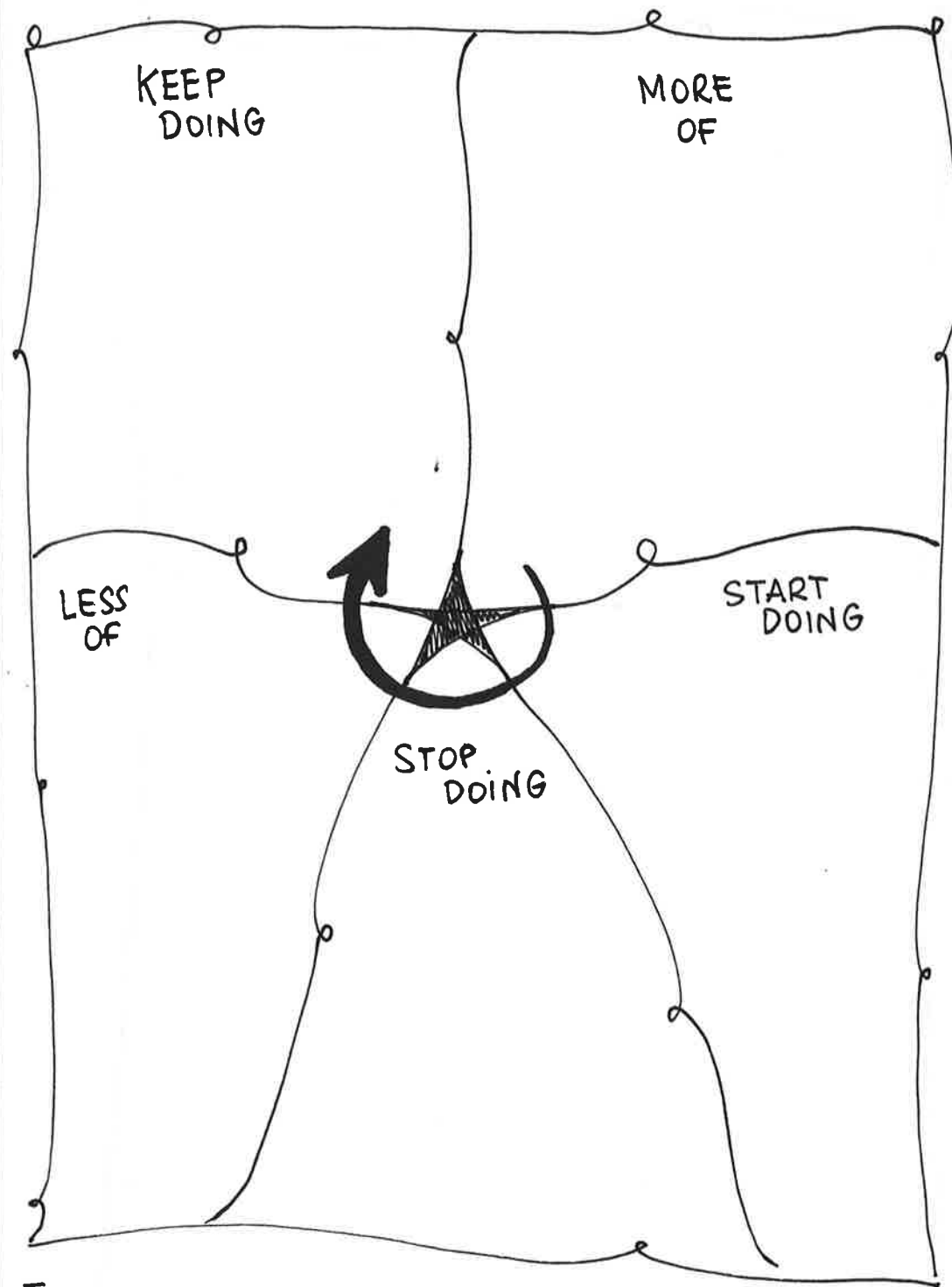
From: \_\_\_\_\_ Date: \_\_\_\_\_

To: \_\_\_\_\_

From: \_\_\_\_\_  
To: \_\_\_\_\_  
Subject: \_\_\_\_\_

thanks

Date: \_\_\_\_\_



From: \_\_\_\_\_  
To: \_\_\_\_\_ Date: \_\_\_\_\_