



Managing Feedback

LEADER SHEETS- "On the go" guides for effective student leadership!

Are you using the most effective feedback strategies when working with others? One of a leader's responsibilities is to create and utilize a forum for open, constructive communication in which feedback is one important aspect. Definition: Information that flows between people that has to do with their interactions in the here and now. Telling someone what time it is or what you prefer to do on Saturday night is just information, not feedback. True effective feedback is information that can be heard by the receiver without defensiveness, keeps the relationship intact, open and healthy, and validates the feedback process since it was discussed in a timely manner.

(Porter, 1982).

EFFECTIVE VS. INEFFECTIVE FEEDBACK BEHAVIOR

Effective

- Describes the problem behavior.
- "You are finishing my sentences."
- Comes as soon as appropriate.
- Is direct; sender to receiver.
- Is owned by the sender. "I" statements.
- Checked for clarity. "Does that make sense?"
- Is solicited by the receiver.
- Refers to behaviors the receiver can control.
- "I wish you'd stop interrupting me."

Ineffective

- Uses judgment/evaluation.
- "You're being rude."
- Is delayed, saved up, and dumped.
- Can lead to guilt and anger.
- Indirect. Can be taken as fighting words.
- Ownership transferred. "we think" "the book"
- Not checked; assumption of understanding.
- Is imposed on the receiver for "own good."
- Refers to something a person can't control.
- "I wish you would think my jokes are funny."

DESCRIPTIVE FEEDBACK CRITERIA

- Be specific rather than general. When the feedback is specific, the person receiving will know which behavior is being discussed. "You are a good person" does not tell the person what they did to make you feel that way.
- Be functional or practical; direct it toward something changeable.
- Solicited rather than imposed.
- Well timed rather than random or late.
- Checked instead of left to be misunderstood.
- Full participation in group feedback is better than fragmented.
- Regard the receiver as a full human being rather than specific behaviors
- Making sure the receiver's emotions and feelings about the sender are understood.