

Giving Feedback



Situation

Describe the situation e.g. "when I'm in theatre..."

Behaviour

Describe what they are doing e.g. "and you ask me a question to do with a case..."

Impact

Describe the result of their behaviour

e.g. "It distracts me from concentrating on what I'm doing, and means I rush my response, which may come across as short and not that helpful."

Then you can offer a better solution

e.g. "when this happens, if I am busy in theatre and as long as an animal isn't dying, please could you either wait until I am out of theatre, or find someone else who can help?"

By doing this, you are commenting on the situation, their behaviour and the impact of their behaviour. This is factual rather than emotional, and constructive rather than personal.

Receiving Feedback

Accept

How do you feel when people give you feedback?
Uncomfortable? Love it?

Clarify

What did they actually say? Repeat their comment back to them and clarify the meaning. Then state the action that you will take to do more or less of the behaviour they have highlighted, so that you can be really clear about what is expected as a result of their feedback.

Thank

Thank them for their feedback, and look forward to continuing to improve – only with feedback can we move forward together.



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