

## **GIVING AND RECEIVING FEEDBACK CHECKLIST**

### **Giving Feedback**

#### **1. Context/preparation:**

- Do I have good intentions for giving feedback?
- When: am I giving feedback when the person is in a receptive state?
- Where: can I do it in a private setting?
- Have I thought about the specifics around the situation?

#### **2. Guidelines:**

- Is the feedback I'm providing specific and timely?
- Am I focused on facts, not character traits?
- Are there underlying reasons for their behavior?
- Am I focused on the future and what they can do differently in the future?
- Am I using trigger words or generalizations (e.g., "always", "never")?
- Did I use good opening and closing comments to reaffirm relationship?
- Have I discussed the consequences of their actions on me?
- Am I using tact and non-threatening language ("missed the deadline" vs. "irresponsible")?
- Am I making suggestions, not dictating change?
- Have I owned it as my own assessment and not necessarily truth?
- Is my tone of voice threatening?
- Is my body language or nonverbal behavior threatening?

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### **Receiving Feedback:**

- Am I prepared for the feedback, is this a good time for me?
- Am I calm & non-defensiveness?
- Am I practicing my active listening skills (e.g., not interrupting, summarizing, and paraphrasing)?
- Have I acknowledged hearing the feedback?
- Am I asking open-ended questions for clarification?
- Am I keeping the feedback giver focused on the facts?
- Am I remembering the positive feedback that the feedback giver may be communicating?
- Have I thoroughly thought about the feedback and asked myself the four following questions:
  - Do I understand the feedback?
  - Is it valid/accurate?
  - Is it important?
  - Do I want to change?