

Providing Feedback

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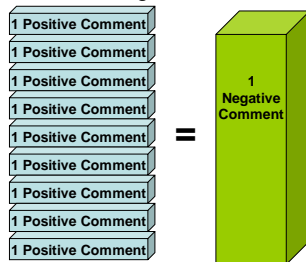
Why is Feedback Important?

- Essential to an individual's learning process
- Provides the participant information about their performance they may not otherwise see
- Gives the participant an opportunity to ask specifically how they can improve
- Boosts confidence for someone who may not realize how good they really are!

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Giving Feedback

It takes 8 - 9 positive comments to undo the damage of 1 negative comment



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Components of Constructive Feedback

1. Actual behavior
2. Descriptive
3. Specific
4. Nonjudgmental
5. Invites a response

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1. Actual Behavior

Comment on what the person does (behavior) and not what you think of them

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2. Be Descriptive

Use words that describe actions instead of adjectives about the person

- Appropriate: "I observed that you rarely paused while speaking"
- Inappropriate: "You talk way too fast"
- Appropriate: "I see you tend to keep your eyes on your notes"
- Inappropriate: "You don't seem very friendly"

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3. Be Specific

- Aimed at concrete, specific, *changeable*, behaviors
- Things which can be focused on:
 - Rate of speech
 - Use of jargon
 - Technique
 - Content
- Things not to focus on:
 - Speech qualities (e.g., high pitch, accent)
 - Nervousness
 - Physical challenges

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4. Nonjudgmental

- Use “I” statements – not “You...”
 - “I see you have another way of doing it...” vs. “Your technique is wrong.”
 - “I wish you projected more and made eye contact” vs. “You looked depressed.”

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5. Invite Response

- “How do you think you did?”
- “Would you have done anything differently?”

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Order of Feedback

1. Start off positive: “I liked when...”
 - Emphasize strengths
 - Focus on unique contributions and creativity
 - Mention challenges that were handled well
2. Transition into areas needing improvement (1-3)
 - State what the improvement could be
 - Example: “I think you have a very pleasant voice. I wish you could project better so others can hear you.”
3. End with a summary and positive general statement

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Receiving Feedback

- Accept feedback without being defensive
- Listen to comments without interrupting
- Accept feedback with appreciation – feedback is not easy to provide
- Request further clarification if needed

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Concluding Thoughts

- Everyone brings unique experiences to the interviewing process
- Your peers are the best teachers you will have – value their feedback

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TB Interview Demonstration by Facilitators



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