Providing Feedback

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!

Giving Feedback

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

Components of Constructive Feedback

1. Actual behavior
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”

1. Actual Behavior
   - Comment on what the person does (behavior) and not what you think of them
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

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.”

5. Invite Response

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

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

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

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