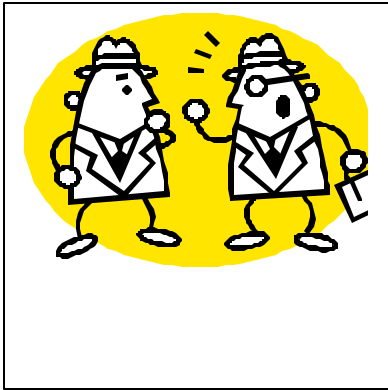


## Giving Effective Feedback



Part of being an effective communicator is the ability to give others effective feedback. There are two types of feedback. The first type of feedback is supportive and is usually received as a positive from the person who is receiving it. The second type of feedback is non-supportive and is usually delivered in a way that it is perceived as judgmental or accusatory. Instead of building on your communication, non-supportive feedback can result in cutting off any communication.

**If you want to work on your skills for giving effective feedback then you may want to try the following suggestions:**

- Deliver your feedback in a way that it can be recognized between being an opinion or a feeling. You want the receiver to understand clearly where your feedback is coming from.
- Try expressing your negative opinions in a non-threatening way. When preparing what you are going to say, try to think of how you would like to get the news without feeling hurt or defensive.
- Try to give your feedback as soon as possible. Feedback is most effective when the situation is clear and fresh in everyone's minds.
- Give others the opportunity to digest your feedback before demanding that they change.
- Recognize that people are most receptive to feedback when they ask for it.
- Be open and willing to receive feedback yourself at the time of giving feedback to someone else.
- Learn from experience. Sometimes people will react defensively or very angrily to your feedback. Learn from the experience and then try to improve on your delivery.

Giving feedback to others is an opportunity to learn more about yourself as well. If you are having trouble with this skill then ask for feedback on yourself from those you trust and respect.