

## Facilitative Feedback

1. Feedback is a solution, not a problem. Shift your thinking!
2. Feedback is *always* about the giver! Accept ownership of your perspective and understand that the feedback you receive is about the giver. That doesn't mean we don't have to listen.

Own the feedback you provide:

Example: "*I have trouble understanding what you've said when you speak so fast.*" rather than: "*You need to slow down!*"

If there is no "I" in a feedback message, it's not likely to lead to resolution. Courageously face your own assumptions.

❖ Ask yourself: "What assumptions am I making that might be preventing understanding and collaboration?"

Example: "*They're not going to listen . . . people will think I'm being too sensitive*"

3. Thank the giver for the feedback. This doesn't mean that you have to act on it. If we don't encourage others to share feedback with us, we are cut off from our most useful tool for increasing candor and trust.

4. Focus on the behavior, not the person.

Example: "*When you interrupt me, I have trouble making my point and don't feel listened to.*" rather than: "*You always interrupt me!*"

5. Don't apologize for giving feedback.

Avoid saying things like "*This may sound stupid, but . . .*" or "*I'm probably the only one who feels this way . . .*"

6. Describe your reaction without excusing or blaming.

7. Focus on behavior over which the receiver has control.

8. When receiving feedback, avoid responding and seek clarification. Monitor your own reactivity!