

TOP TEN TIPS FOR GIVING FEEDBACK

- 1. PERSONALISE YOUR FEEDBACK.** Refer to the person you are giving feedback to by name, not him/her or they.
- 2. USE SPECIFIC POINTS.** Don't generalise, identify exact areas for praise or improvement and back up with specific examples.
- 3. SANDWICH GROWTH BETWEEN PRAISE.** Resist the temptation to list a large number of perceived faults without balancing them with successes. Bear in mind that these perceived faults are your opinion only.
- 4. ESTABLISH RAPPORT.** Connect with the speaker, presenter or interviewee, you will experience the occasion on a more real level.
- 5. NO BUTS.** Eliminate totally the use of the words `but` or `however`, substitute "consider perhaps", "an alternative could be", and "in respect of" instead.
- 6. GIVE OPTIONS.** Come up with alternative methods that the speaker or presenter could use, rather than only feeding back what didn't work. Instead of telling someone what they should do propose different alternatives to what they have done.
- 7. BE POSITIVE.** If you actually tell someone that they did something well, they will do more of it.
- 8. CREATE YOUR OWN BENCHMARKS.** When evaluating your own performance it is vital that you always evaluate against your own benchmarks, compare against how you were on your previous performance or when you first started. Never compare against another performer or expert as you can have no idea how much time they may have spent learning, training or practising.
- 9. FOCUS ON THE PERFORMANCE.** Focus on the person's performance not the person.
- 10. GOLDEN RULE.** Don't forget it is your opinion only.