“What is the shortest word in the English language that contains the letters: abedef? Answer: feedback. Don’t forget that feedback is one of the essential elements of good communication.” ~Unknown

Why?

“One of the most valuable contributions anyone can make to another person’s learning is constructive feedback. Whether as a student or as a teacher each one of us has the capacity to provide useful information to other people, which will help them to learn more effectively” (Boud, 1991, p. 19).

Tips for Face-To-Face Feedback

• Try to get the other person to say something about the work first, such as explaining what they were trying to accomplish, or how they felt they did.

• Respond to what the other person has said, but without directly contradicting them.

• Approach the feedback in a collaborative manner: the two of you together are discovering the strengths/weaknesses of the work and how to improve.

• Keep ownership of the work with the student.

• Maintain eye contact and a friendly facial expression.

• Use humor, share personal experience (briefly), or do anything you can to help put the student at ease.

• Take notes, and give them to the student at the end of the session.
How?

Giving Feedback

1. Make it a positive experience
2. Losada Ratio: 3:1
   a. Make sure positive comments are given out three times more than negative ones.
   b. The ratio of 5:1 is ineffective. 3:1 is the best option
3. Be Timely
   a. Don’t Wait!
4. Make it Habit
   a. To be most effective, feedback should be given on a regular basis.
5. Be Prepared
   a. Think about what you are going to say ahead of time
6. Be Private
   a. Find a place where there will be no interruptions or overhearing the conversation
7. Use “I” statements
   a. Keep it about you so it does not come off as accusatory.
8. Narrow
   a. Only discuss two issues per setting
9. Talk about Positives
   a. Keep it balanced, don’t over-do it
10. Provide Suggestions
    a. Set Goals
11. Follow-Up
    a. Make sure improvement is happening

References:

http://ctl.ucsc.edu/resources/tips/tips-feedback.html
DIY Performance Review (Adopted from Daniel Pink’s motivational book, *Drive*)

- As necessary as feedback is to staying motivated and reaching an organization’s maximum potential, many people receive feedback on an annual basis, if at all. This is particularly true for leaders and those in executive positions. The solution? Use the following template for a Do-It-Yourself Performance Review—a feedback tool that allows you to stay accountable and keep yourself on track to reach your greatest potential.

**Directions:** Use the following worksheets to articulate your DIY Performance Review. At the beginning of the month, set out your goals—both performing goals and learning goals. Then, at the end of the month, call yourself to your office and give yourself an appraisal. How are you fairing? Where are you falling short? What tools, information, or support might you need to do better?

**Tips:**
- Set both larger and small goals so that when it comes time to evaluate yourself you’ve already accomplished some whole tasks
- Make sure you understand how every aspect of your work relates to your larger purpose.
- Be brutally honest. This exercise is aimed at helping you improve performance and achieve mastery—so if you rationalize failures or gloss over your mistakes instead of learning from them, you’re wasting your time.


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Goal Setting Worksheet

Name:_________________________________

Position:_________________________________

Date:_______________

Monthly Goals:

• Performing:

• Learning:

Why?

Short Term Goal 1:

Short Term Goal 2:
End-of-Month Evaluation of Goal:

Performing Evaluation:

Learning Evaluation:

Knowledge, Skills, and Resources Learned: