

FEEDBACK ON YOUR FEEDBACK

**Feedback is
the key to better
relationships,
productivity & outcomes**

Our ability to receive and deliver feedback effectively is a hinge: the productivity of all our relationships, personal and professional, hangs upon it.

Use FAST to improve your delivery of feedback. Effective feedback should be:

F From the heart:

- Do not immediately launch into the feedback. Get to know the individual, not just their performance. Ask questions about their welfare, family, interests or goals to show interest and build trust;
- Show you care by listening actively - smile, nod, make eye contact and provide appropriate responses;
- Always outline the individual's strengths and successes. No feedback should be wholly negative or critical.

A Actionable:

- Feedback that does not present a path to growth is ineffective and potentially damaging;
- Draw upon your own or others' experience to present new ideas and solutions;
- Point the individual to sources of further guidance and empower them to take charge of their own development;
- Limit the number of action points so as not to overwhelm the individual.

S Specific:

- Specificity is power. Non-specific feedback undermines trust and credibility;
- Where possible, meet the individual before the observation to agree on an area of focus;
- Agree on strategies to implement, a timetable and accountability measures;
- Be exact - follow up and review as needed.

T Timely:

- Uncertainty cripples performance. Immediacy is key. Agree a time for feedback as soon as possible and provide assurance;
- Be punctual to any feedback meeting - this shows respect for the individual and makes them feel valued;
- When a timetable is agreed, follow up on time.

Receiving Feedback Well:

- Communicate early and clearly about your goals - show a willingness to learn;
- Be pro-active - seek correction and take each suggestion as a potential opportunity;
- Be punctual to any feedback meeting to show respect;
- Be discerning - does the deliverer show the above attributes? Do they make it clear they care about you?
- The person delivering feedback is also human. Understand they also have limitations. You do not need to agree with their comments, but do not become angry or confrontational;
- Try to take at least one thing you can act on, then politely discard anything that is unhelpful. Do not let one ill-worded comment rob you of your mental and emotional well-being.

Remember:

- The feedback we deliver and receive shapes who we are and how we see ourselves, each other and the world;
- A lack of motivation and morale leads to weak relationships, lower productivity and less profitability in organisations, communities and families. Feedback can make or break this process;
- If our feedback is a brushstroke on the canvas of another's life, let us only paint in colours that add richness and beauty.



Simon Day,
Communications Coach,
Author & Speaker

simonspeaks.co.uk
[@_simonspeaks](https://www.instagram.com/_simonspeaks)

