How To's

GIVING FEEDBACK

Learning Outcomes

The goals for this How To are for you to be able to:

1. Understand what makes feedback effective.
2. Use to OIE model to give effective feedback.

Shopping List

You will need:

- A quiet moment.
- This downloaded fillable PDF.

    or

- Printed out version of the reflection questions and OIE model.

Happy Learning!

"Good Feedback is the Key to Improvement". As a leader or manager you are (partly) responsible for the development of your employees. One of the best ways to help them develop, is by providing them with good, constructive feedback.

Giving effective feedback isn't always the easiest - in fact many people struggle with giving good feedback. Dive into this How To, and learn how to be a boss at giving feedback.

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Why is Giving Effective Feedback Important?

Did you know that giving good feedback not only boosts employee satisfaction and motivation, but also increases productivity and workspace atmosphere?

When working with others, you will have to give them comments on their performance from time to time. Giving negative feedback can seem as quite the challenge for many. You don't want to hurt the other persons feelings, but what you might not know is that even delivering positive feedback in a bad way can be damaging.

EXAMPLES

1

Simon has just delivered a training. His manager Elli comes to him and says "that was great, Simon! Good job".

This is of course very flattering to hear, but what does it really say? What was great about the training? Why did he do a good job?

2

Mike handed in a paper. His boss comes to him and says "I know you tried hard. You will do better next time".

Once again, this feedback is unclear and designed to spare his feelings rather than being helpful.

While **Example 1** was positive, it still wasn't effective feedback in the sense that Simon still has no clue what exactly he did well and which things he should continue doing.

Example 2 is also flawed, as Mike doesn't know what he did wrong or why his paper was not good enough.

Receiving Feedback Reflection

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When did you receive effective, helpful feedback? What was said?

Think about how it made you feel, in what manner did the person bring it across?Why was it effective and/or helpful?

When did you receive really ineffective feedback? What was said?

Think about how it made you feel, in what manner did the person bring it across? Why was it ineffective and/or not helpful?

Giving Feedback

A clear and helpful way of giving feedback is the OIE Model. OIE stands for **Observation, Interpretation** & **Effect**.

First, you state a clear example of a behaviour/action.

Then your impression of this action and lastly how this action made you feel.

This last one is important, as people cannot defend/excuse their actions if it impacted your feeling.

The OIE MODEL

Fill out the boxes below using the prompts:

O "I observed that...."

I "This gave me the impression that..."

E "This made me feel like...."

The Last Tips

Congratulations, you have taken the step to giving more effective feedback!

However, as practice makes perfect it's now the time for you to get out there and start giving more feedback to others!

Here are some tips to keep in mind:

1. Feedback requires trust.
2. Practice, Practice, Practice.
3. Try to have as many feedback session as possible.
4. Ask the person you are giving feedback to for feedback as well.
5. Reflect on your progress!

Extra Inspiration

Article: <u>What Good Feedback Really Looks Like</u>
Podcast: <u>Give Constructive Feedback</u>
Video: <u>Giving Great Feedback</u>
Website: <u>Doors Open</u>