Giving and Receiving Constructive Feedback

Constructive Feedback

* Goal: positive outcome

* Provide comments, advice, or suggestions

* Useful for work or professional development.
Constructive Feedback Framework

- State observations.
- Pinpoint areas for improvement.
- Acknowledge where things going right AND where could be better.
- Listen with empathy.
Giving Constructive Feedback

Feedback sandwich

- Positive acknowledgement
- Criticism/Concern
- Positive statement/direction
Receiving Constructive Feedback

It is HARD!

Have a script

• Thank you [for feeling like you could talk with me about this situation]

• Listen [what saying and not saying]

• Paraphrase [what I hear you saying is . . .]

• Do you have any suggestions?
Have a script cont.

- Negotiate [if appropriate]

- Take the time you need [I need to think about/look into this . . .]

- Answer by date certain [I will get back to you by Friday]

- Thank you

Thank you reviewing!

If you have any questions about this presentation, or if you’d like to schedule an appointment with the University Ombudsperson, please call (847) 467-2430 or email ombuds@northwestern.edu