

## *Giving and Receiving Constructive Feedback*

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### Constructive Feedback

- \* Goal: positive outcome
- \* Provide comments, advice, or suggestions
- \* Useful for work or professional development.

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## Constructive Feedback Framework

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

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# Giving Constructive Feedback




The collage includes: a 3D figure placing a puzzle piece on a path leading to a 'GOAL' sign; a graphic with 'KNOW YOUR BIAS: IMPLICIT BIAS' and icons of a person and blocks; a desk calendar for April 2010; a clock; a sign that says 'it's not about you' with 'not offer yourself!' below; and an illustration of a clock, pencil, and notebook.

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# Feedback sandwich



- Positive acknowledgement
- Criticism/Concern
- Positive statement/direction

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## Receiving Constructive Feedback



It is **HARD!**



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## 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?

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## 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

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## 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](mailto:ombuds@northwestern.edu)

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