**GIVING & RECEIVING FEEDBACK**

**Summary: Giving Feedback**

* Ask permission before giving feedback. See if it is the right time for the person to hear your observations about their contribution.
* Give specific and behavioural feedback rather than general characterizations. (“You did a good job.” “You are a great facilitator.”) Try to give the person access to what, specifically, they could do differently the next time.
* Be specific! Provide descriptive information.
* Be accountable for your own opinions.
* A tool you can use: you may want to give a feedback sandwich, with something they did well first, something they might want to work on in the middle, and then another observation about something they did well. Use this tool with caution: sandwiches taste delicious & they go down easily, but if the contents are not genuine, they taste nasty!

**Summary: Taking Feedback**

* Again, think of feedback as constructive criticism. It is like a gift you are being offered by the other person. You can listen from a place of gratitude: be thankful that the other person cares enough about you to offer this feedback.
* Remember – your lifetime commitments are important, so try to constantly improve your style!