



# Evaluating: Giving Feedback

A handy tool for you to evaluate the quality of another person's skill on giving feedback

Who are you evaluating? \_\_\_\_\_

**Instruction:** (1) Ensure each section below is assessed; (2) Write down verbatim what was heard in each.

<input type="checkbox"/> <b>Positive and Empowering Feedback Given (or Reframe Feedback in Positive Terms)</b> (e.g. "I think it will be better if..." "I noticed you did the following that worked really well... even better yet")
<input type="checkbox"/> <b>Concrete and Specific Feedback Given</b> (e.g. "In explaining XX, you've demonstrated YY")
<input type="checkbox"/> <b>Constructive Feedback Given (e.g. Offer an alternative strategy)</b> (“You can choose to ...”)
<input type="checkbox"/> <b>Non-verbal Skills Used during Feedback Given</b> (Tips: interpersonal distance, vertical height differences, physical barriers, angles of facing)

## Dear Evaluators:

*In receiving feedback,*

- It's natural to feel discouraged, judged, misunderstood, or even resentful when we receive critical feedback
- Accept and manage the feeling (Don't take it personally)
- Ask: What information is contained in the feedback that can be utilized to improve my performance?
- Ask for specific feedback that can be applied directly (e.g. "What do you suggest that I do instead?")
- Watch for non-verbal language