

workhuman*

9 Tips for Giving Feedback (Without the Stress)





Are you offering your employees the tools they need to effectively give and receive productive feedback in your organisation?

A key component driving employee development is frequent feedback, enabling continuous learning and growth. But giving feedback can be a stressful process. Here are some helpful tips for cutting down the stress and anxiety for everyone involved.



ONE

Establish trust.

Every employee needs to feel respected and valued to be motivated and committed. When an employee feels this way, they are more willing to learn from the feedback rather than immediately reject it. Before you give feedback, make sure you have a positive relationship with your fellow employee. In general, you need to have three to five positive moments with a peer before you can give them corrective advice. These moments form a basis of trust.

TWO

Come from a place of kindness.

Give feedback from the standpoint of encouraging your colleague's learning and growth. Make sure you consider why you are giving feedback and whether your reasons for giving it are the right ones.

Wrong reasons to give feedback

- ✘ To defend your own behaviour
- ✘ To condemn
- ✘ To appease another person
- ✘ To make yourself feel good or in control

Right reasons to give feedback

- ✔ Concern for the other person
- ✔ Sense of responsibility
- ✔ Guide/mentor
- ✔ Support

THREE

Leave anger at the door.

Many times, we give feedback when something goes wrong out of sheer frustration or anger. If you feel yourself having these negative emotions, step back and reflect before you give the feedback. Make sure the feedback is based on data and insight rather than negative emotions. Remember, feedback is about being someone's advocate to help them learn and grow rather than scolding or reprimanding.





FOUR

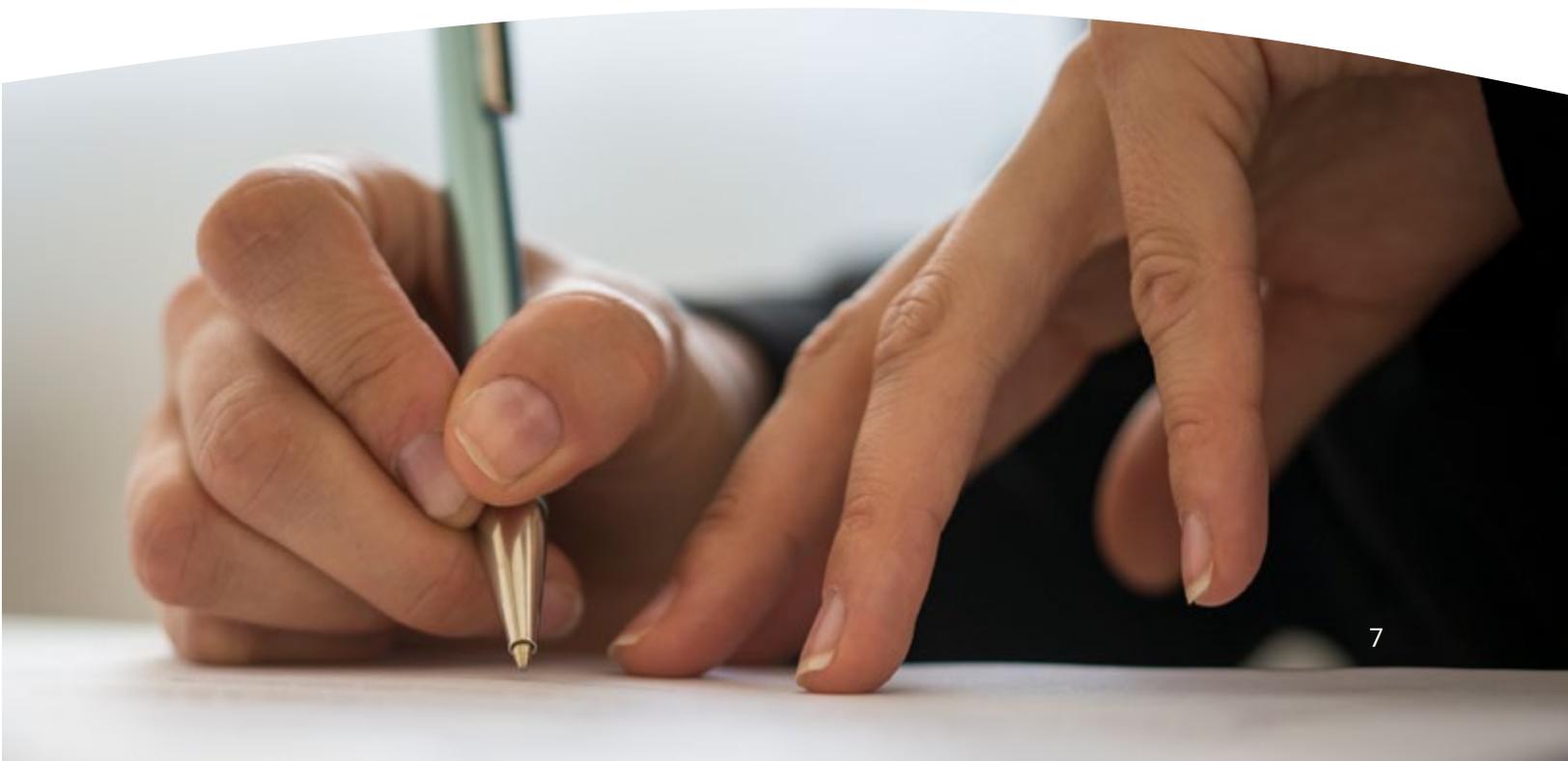
Listen to their reaction.

Listening is one of the most powerful ways to build trust and improve communication. Not only do you need to listen to what someone is saying, but you also need to pay attention to their body language, tone and emotions. Adjust your tone and delivery based on the other person's response. You want feedback to be a two-way conversation.

FIVE

Be specific.

Clarify the actions and behaviours that you are providing feedback on and the impact. The more the individual can relate to the specific event, the more likely they are to learn from the feedback. Do not give feedback about a particular matter months after it happens; give it as close to when the incident occurred as possible.





SIX

Focus on the behaviour, not the person.

Focusing feedback on just the situation rather than the individual separates the problem from the person, and the receiver is less likely to feel personally confronted.



SEVEN

Inject your own story.

Feedback becomes powerful when you can relate it back to your own learning and growth. When you communicate that you were once in a similar position, you inject a sense of emotional connection into the conversation. It also starts to build a mentor-mentee relationship where the feedback starts to become advice.

EIGHT

Use 'I' statements.

Give feedback from your perspective. Do not try to give feedback on behalf of others. If you have not observed or noticed the behaviour, it becomes difficult to explain what is and is not working. When you begin, "I've heard that you," you have lost the opportunity for the feedback to be heard, because the other person is thinking about whom you heard that from.





NINE

Limit your focus.

A feedback session should focus on no more than two issues. Any more than that and you risk the person feeling attacked and demoralised. Focus on behaviours and actions that can be changed.

Most of us are familiar with how good it feels to receive meaningful feedback – the kind of feedback that really helps us grow or acknowledges the growth we've already achieved. As the giver of the feedback, remember those times when you received excellent feedback. Reflecting on your own experiences will ensure your feedback comes from a place of genuine support and positive intent.

Are you offering your employees the tools they need to effectively give and receive feedback in your organisation?



Take a tour of Workhuman Cloud® to learn more about tools to drive the feedback conversation.

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