

RenR 480/711

Giving and Receiving Good Feedback

# Giving and Receiving Good Feedback

- Required for 711 projects
- In science:
  - Training to participate in the scientific community
  - You will be asked for feedback on presentations and through manuscript review processes
- In other careers and in life
  - Giving good feedback is an important skill anywhere:
    - Can be difficult to provide and receive – training and practice
    - Receiving feedback graciously is important for self-improvement

# General Tips

- When unsolicited:
  - Focus on the positive
- When specifically asked on what to improve:
  - 1 specific, actionable item that they can work with
- Don't repeat a point
  - Can sound like nagging or harping on a point
  - Exception is at the conclusion
- Avoid absolute statements (“always”, “never”)
- Be thoughtful and genuine
- Caution: Be aware of power and personalities

# How to Give Good Feedback

- Safe environment
  - (Role of a strong moderator)
  - Don't tolerate: interruptions, public embarrassment or put-downs, personal attacks, overly-talkative people
- Positive and constructive
  - Be specific – examples as necessary
  - Actionable – things that can be improved in the future
- Honest, straightforward and genuine
  - Being direct is ok, but be polite and diplomatic
- Immediate
  - Provide feedback as soon as (diplomatically) possible
- Recognize they are suggestions from your perspective
  - Everyone has their own opinion – not everyone will agree
- **Aim: to leave the person feeling motivated**

# How to Receive Feedback

- Thank them for their comment
  - Recognize they took the energy to help you improve (which also involves some risk on their part)
  - Recognize it is not personal (it shouldn't be if the moderator is doing their job)
  - Recognize it is just one opinion
- Explain possible misunderstandings, if appropriate
- Indicate that you'll consider it in the future (if so)

# Feedback on Presentations

- Toastmaster's International:
  - Get practice giving and receiving feedback
  - Feedback is provided on every task (even on giving feedback)
- Methods# to evaluate presentations:
  - Sandwich model

# Feedback Sandwich

- Bread: What worked well?
  - What would you recommend continuing in the future - *be specific, honest, direct (but polite)*
  - Best is if you can provide 3 things
- Fillings: Suggestions for improvement
  - What would you recommend changing in the future – *be specific, honest, direct (but polite)*
  - Best if you can provide 1 actionable item
- Bread: Remind them what worked well
  - 1 – 2 things that worked well, or;
  - Overall impression if positive, genuine and constructive, or;
  - How you think the future outcome will be even better by combining the good aspects (recommendations to continue doing) with your suggestion for improvement
  - 1 - 2 interesting things you learned from the content of their talk