

Quality Feedback Is...

1. **Given with care.** To be useful, feedback requires the giver to feel concern for the person receiving the feedback—to genuinely want to help rather than hurt.
2. **Given with attention.** When offering feedback, it is important to be fully present and paying attention.
3. **Invited.** Feedback is most effective when the recipient has invited comments or is open to feedback. Facilitate this by asking: “Can I give you some feedback about...?” or “Are you open to getting some feedback on...?”
4. **Expressed directly.** Quality feedback is specific rather than general. It clearly describes observable behavior and a specific incident.
5. **Expressed fully.** Quality feedback requires feelings, as well as facts, so that the recipient can understand the impact of their behavior.
6. **Non-judgmental.** When offering feedback, it works best to refrain from making judgments, such as assuming the other person’s motivations or intentions. Because we all make assumptions, be sure to acknowledge and test your assumptions when giving feedback.
7. **Well-timed.** “Saving up” feedback over time reduces its effectiveness. Feedback is most useful when the recipient is receptive and when the situation being discussed is recent.
8. **Actionable.** Quality feedback deals with that which can be addressed by the recipient. Feedback about matters outside the recipient’s control is not helpful.
9. **A Two-Way Conversation.** Quality feedback involves a spirit of inquiry—being willing to ask questions, really listen, and hear the other person’s perspective.