

Giving Constructive Feedback



Objectives

- Introductions
- Why give someone feedback?
- Why do we avoid giving feedback?
- An effective Feedback Model
- Group practice of the Feedback Model
- Reframing value judgments
- Take aways and wrap up

Introductions

On a scale of 1-5

1 = Very uncomfortable

5 = Very comfortable

How comfortable are you giving feedback?



Why give someone feedback?

- You want the behavior to change
- You are strongly affected
- You can no longer ignore the situation
- It's part of your job
- You want to help the person grow
- Other?



Why do we avoid giving feedback?

- Fear of the other person's reaction or feeling intimidated
- Fear of damaging the relationship
- Fear of losing control of the discussion
- Uncertainty about whether we, ourselves are over-reacting
- Not wanting to hurt peoples' feelings
- Concerned about being seen as complaining, unhappy, negative
- It's not easy to do
- Don't know how
- Other?



Role Play



An Effective Feedback Model

Demonstration

- Observation
- Impact
- Suggestion



Reframing Value Judgments



Best Practices for Giving Feedback

- Remove the emotion
- Use the Feedback Model
- Ensure privacy
- Deliver in a timely fashion
- Be clear on why you want to give this feedback to this person at this time
- Have you explored other options?
- Be prepared though not scripted
- Don't beat around the bush



Take Aways - Wrap Up

What have we learned?

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