



Office of Human Resources

# Tips for giving and receiving feedback

Feedback refers to communication with colleagues about their performance or behaviour.

## Feedback can be

### Positive or constructive

It's always possible to convey feedback with the intention of helping someone.

### Formal or informal

Feedback can range from formal performance reviews to casual, informal comments after a meeting, for example.

### Multi-directional

Communication should be given across all levels of staff in an organization - upwards, downwards and laterally.

## What are the benefits of ongoing feedback?

### **Strong motivation**

Motivation levels and morale tend to increase when staff get continual feedback.

### **Improved performance**

Staff may put in extra effort when they feel recognized.

### **Problem-solving and learning increases**

When communication is strong on a team, challenges that people face can be acknowledged and dealt with more quickly. A culture of learning and growth can thrive.



## TIPS for verbal and written feedback:

### Giving Feedback

- Focus on the performance, not the performer
- Give equal weight to strengths and challenge
- Be specific: describe exactly what the person did
- Be polite, respectful, calm
- Use "I" statements instead of "you" statements
- Suggest alternative behaviours
- End on a positive note

### Receiving Feedback

- **Listen closely**  
Try to hear the feedback as constructive and helpful. Think of it as being delivered in the best interest of your development.
- **Analyze the validity of the feedback**  
Ask yourself: Can you learn from the comments? Have heard similar feedback before? Does the person understand your work and know you well?
- **Remember you have options in responding.**  
You can ask questions and gather more information or you can simply acknowledge the comments and give them some thought.