

TIPS FOR GIVING CRITICAL FEEDBACK

Be specific, clear, and concise



It's always good to give specific examples of what you're referring to. However, general feedback can be challenging to change behavior, leaving the recipient confused or defensive. Be clear about the issue and avoid being sidetracked by detours.

Focus on behavior, not the person.



Avoid making personal attacks and instead focus on the specific behavior or actions that need improvement.

Use a neutral tone.



Use a neutral tone and stick to the facts. It's easy to get defensive and then become confrontational or accusatory.

Be empathetic



Acknowledge the recipient's efforts and contributions, and express your desire to help them improve.

Provide actionable steps



Offer specific suggestions or steps for improvement, and follow up with support and guidance.

Avoid sugar-coating



While it's important to be empathetic, it's also important, to be honest. Avoid sugar-coating or downplaying the issue.

Use "I" statements.



For example, instead of saying, "you never listen to me," say, "I feel frustrated when I don't feel heard."

Remain calm



Difficult conversations can get heated. Remember to take deep breaths and stay calm. Avoid letting your emotions get the best of you.

Find common ground



Focus on finding common ground with that person and find ways to get what you both need.

What's next



Establish next steps and how you move forward. If there are any agreements, discuss them so both parties are clear on what they are.

Follow up



After a few days, you can follow up with the person to see how things are going. Sometimes there may need to be a follow-up conversation to get more clarity.