



THE ART OF

GIVING

& RECEIVING

FEEDBACK

## Guiding Principles:

1. Be present
2. Support and challenge each other
3. Be curious and stay open
4. Let go of perfection
5. Praise generously
6. Speak with clarity



Preferences for **direct or indirect communication** vary by personality and culture.

**Power differences** (real and perceived) may impact also how feedback is delivered and how it lands.

REMEMBER:

Your feedback should be in service of the other person's development.

## GIVING FEEDBACK

1. Clarify your intention: How will your feedback support the other person?
2. Be specific. Don't generalize.
3. Describe the situation, the behaviour you observed, the impact it had, and the change you want the person to make.



1. Confirm and clarify what's been said.
2. Acknowledge the impact on the person giving feedback.
3. Notice if your nervous system is activated. Breathe. Stay calm and curious.

## RECEIVING FEEDBACK

PRAISE

TO

CHALLENGE

RATIO

Give 5 positive bits of feedback for every constructive one.

5:1

Brainstorm solutions together!  
Co-create what is valuable  
and doable for you both.

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