

Giving & Receiving Feedback

One of our most important tools came to us via our friends at The Roy Group, almost 20 years ago. It has stood the test of time and has had a profound impact on our work, how we do things internally at Berlineaton, and how we work with clients. It is the Feedback Model, and while simple, when applied well and consistently, this tool has the power to eclipse old ways of giving feedback and seed a dynamic, feedback rich culture that improves engagement, performance and results!

In this infographic we provide a 5-step model to help you set the stage for feedback. On page 2, we show you how to use The Feedback Model in steps 2 and 3, including questions you can use when giving/receiving feedback, and a checklist to help improve your skills.

The best feedback is timely, objective and specific. Give this tool a try, if you aren't using it already!

Learn more at www.berlineaton.com





The Feedback Model and Checklist

Below we provide simple and powerful questions you can use to give feedback, as well as a checklist to evaluate how you are currently giving feedback.

The Feedback Model*		The Feedback Checklist	
Step 2: Initiating (Ask Recipient)	What do you think...? 1. Worked Well?.... 2. Was Tricky?... 3. You Would Do Differently?...	<input type="checkbox"/> Are we open to giving and receiving feedback in a non-judgemental, objective way as a regular habit? <input type="checkbox"/> Are we setting the stage for a constructive conversation using the appropriate setting, tone, and context. <input type="checkbox"/> Are we ensuring it is a two-way dialogue that starts with the recipient when they are ready? <input type="checkbox"/> Are we using the feedback model and following the principle of letting the receiver of the feedback go first? <input type="checkbox"/> Are we prepared to give and receive feedback that focuses on facts, without emotion?	<input type="checkbox"/> Is the feedback specific, objective, timely, and non-judgemental? <input type="checkbox"/> Are we listening to the feedback from the recipient's and provider's points of view? <input type="checkbox"/> When we provide feedback, do we always ask if we can provide feedback before beginning? <input type="checkbox"/> Are we open to listening with open minds? <input type="checkbox"/> Are we reflecting on the feedback and creating an action plan to implement the "do differentlies"? <input type="checkbox"/> Are we aware of our non-verbal queues and body language? <input type="checkbox"/> Do we see providing feedback as a practice to improve over time?
Step 3: Listening (Give to Recipient)	Would you like some feedback from me about...? 1. What I sensed worked well... 2. What I sensed was tricky... 3. What you might do differently...		