

Giving and receiving feedback

IMPORTANT: the most important conditions for effective feedback are having trust, showing respect and be tender and caring!

5 steps in giving feedback

1. Pick the right time and the right place
2. Rewind the movie and look for the facts, be specific
3. Keep it to yourself. I see... (facts) I feel...(emotions)
4. Explain what you want to achieve/gain with this feedback
5. Make an appointment and get back on the feedback

5 steps in receiving feedback

- Be an active listener
- Ask questions, so you understand
- Summarize in your own words
- Tell the giver what you are going to do with the feedback
- Make an appointment and get back on the feedback



See feedback as a

