Feedback Guidelines

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For Feedback Givers:

1. **Be Clear and Specific:**
   - Focus on concrete examples of behaviors or actions.
   - Avoid vague or general statements (e.g., "You're doing great" vs. "Your detailed project updates have helped the team stay on track").

2. **Focus on Behavior, Not Personality:**
   - Highlight observable actions, not personal traits.
   - Example: Instead of "You're careless," say, "The report contained some errors; let's review steps to improve accuracy."

3. **Provide Context:**
   - Explain how the behavior impacts the team, project, or organization.

o   Example: "Missing the deadline delayed the client presentation by a day, affecting their project timeline."

4. **Offer Solutions or Support:**

    o   Provide actionable suggestions or ask how you can help.

    o   Example: "Would setting milestones or check-ins make the workload more manageable?"

5. **Use "I" Statements:**

    o   Frame feedback as your perspective to reduce defensiveness.

    o   Example: "I noticed..." or "I felt...."

6. **Balance Positive and Constructive Feedback:**

    o   Acknowledge strengths while addressing areas for improvement.

    o   Example: "Your client presentation was engaging, but let's work on delivering it within the allocated time."

For Feedback Receivers:

1. **Listen Actively:**

    o   Focus on understanding the feedback without interrupting.

    o   Take notes if needed to clarify later.

2. **Ask Clarifying Questions:**

    o   Ensure you fully understand the feedback and its context.

    o   Example: "Can you provide an example of when this happened?"

3. **Acknowledge and Reflect:**

    o   Show appreciation for the feedback and take time to process it.

    o   Example: "Thank you for pointing that out. I'll reflect on how to improve."

4. **Avoid Defensiveness:**

    o   Focus on the content of the feedback rather than your emotions.

    o   Example: Instead of "That's not true," ask, "Can we discuss this further? I'd like to understand your perspective."

5. **Commit to Action:**

    o   Share how you plan to address the feedback.

o Example: "I'll prioritize better communication on deadlines and update you earlier if issues arise."

Feedback in Hybrid Settings

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When Giving Feedback:

- **Virtual Settings:**

  - o Use video calls for important feedback to convey tone and intent clearly.

  - o Ensure a distraction-free environment to maintain focus.

When Receiving Feedback:

- **Virtual Settings:**

  - o Maintain eye contact by looking at the camera during video calls.

  - o Ask for follow-up written notes if needed for clarity.