

Receiving Feedback

(Adapted from Lacey, 1999 page 68)

AIM:

TO ESTABLISH AN UNDERSTANDING OF HOW EACH MEMBER OF A PAIR WOULD LIKE TO RECEIVE FEEDBACK

Each participant should read the worksheet and tick the **5** statements that best describe how they prefer to receive feedback. Each participant ranks those 5 statements from one to five, with five being the most important. It is important to remember that this exercise is about receiving feedback, not giving feedback.

The mentoring pairs compare their rankings. It is important that both mentors and mentees understand their partner's preferred way of giving and receiving feedback.

Discuss the different ways we often prefer to give and receive feedback. Often we like to hear feedback given with care, sometimes taking so much care that the receiver does not get a clear message. Ask the question, "Whose need is being met when we give feedback?" The answer must be the need of the person receiving the feedback.

Ways of Receiving Feedback

Given with care	To be useful, feedback requires the giver to feel concern and care for the person receiving the feedback – to want to help, not hurt the other person.
Invited by the recipient	Feedback is most effective when the receiver has invited the comments. This provides a platform for openness and some guidelines; it also gives the receiver an opportunity to identify and explore areas of concern.
Freedom of choice to change	Feedback is most readily accepted when the receiver is supported to change but does not feel compelled to change.
Directly expressed	Good feedback is specific and deals clearly with particular incidents and behaviour. It is direct, open and concrete.
Fully expressed	Effective feedback requires more than a bald statement of facts. Feelings also need to be expressed so that the receiver can judge the full impact of their behaviour.
Non-evaluative	Specific behaviour is commented on rather than personal value judgements about that behaviour.
Well-timed	The most useful feedback is given when the receiver is receptive to it and is sufficiently close to the particular event being discussed for it to be fresh in their mind.
Readily actionable	Effective feedback centres on behaviour that can be changed. Feedback concerning matters outside the control of the receiver is useless.
Checked and clarified	If possible, feedback should be clarified to explore differences in perceptions.