



# GIVING AND PROVIDING FEEDBACK

## "DEALING WITH DIFFICULT BEHAVIOR"

Youth Emphasis Wisline

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### ***The Purpose of Feedback***

Feedback should enable the receiver to walk away understanding exactly what he or she did and what impact it had on you.

### ***Giving Feedback- The Process***

- Capture the situation
- Describe the behavior
- Deliver the impact
- Ask was the impact what was intended

### ***Do's and Don'ts for Effective Meaningful Feedback***

#### **Do's**

- Be specific when recalling the situation.
- Be specific when describing the behavior
- Acknowledge the impact of the behavior for you.
- Judge the behavior
- Pay attention to body language.
- Use verbatim quotes.
- Give feedback in a timely manner.
- Give your feedback and then stop talking.
- Say "I felt" or "I was"
- Focus on a single message.
- Be sensitive to the emotional impact of your message.

#### **Don'ts**

- Assume
- Be vague
- Use accusations
- Judge the person
- Pass along vague feedback from others.
- Give advice unless asked.
- Psychoanalyze
- Use examples from your own experience
- Generalize with words like "always" or "never".
- Label your feedback as positive or negative.

Adapted from Feedback That Works, Sloan Weitsel, 2002

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