



## ***FEEDBACK***

Life without feedback from colleagues, managers, friends, partners or children is reminiscent of wandering in the dark; we don't know if we're doing the right things, much less if we're doing them the right way. Feedback helps us develop ourselves, understand how our behavior affects others, and better understand the overall social reality. We don't know if we doing right things and do we doing them on the proper and right way.

Feedback as a tool for personal and professional development is:

- Designed to improve performance
- Intended for growth and development
- Focused on behavior (not on abilities, values, beliefs and identities)
- Concrete and supported by details
- Solution-oriented and future-oriented

## ***GOOD – BETTER – THE BEST***

The technique of giving feedback involves recognizing what was **good** then what could be **better** (what could be worked on) and finally highlighting what was **best**.

This way of giving feedback allows the person which receives feedback, to adjust their filters so that they notice the positive aspects of what the interlocutor stated, as well as the possibilities of further self-development.

### **Characteristics of Effective Feedback:**

Specific: Feedback should contain specific examples rather than generalizations.

Accurate: Feedback should be factual and clear.

Objective: Feedback should be unbiased and unprejudiced.

Timely: Feedback should be given as soon as possible after the completion of a task (when appropriate).

Usable: Relate the feedback to goals and strategies so the individual can improve their performance.

Desired by the receiver: Feedback can still be effective even in those who don't actively seek it, however, those who are seeking feedback will often be more motivated to improve performance.

Checked for understanding: Clarify understanding with the individual to ensure they are getting the most out of their feedback



## FEEDBACK FORM

### What was good?

I notice (sensory description of what you see, heard):

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That made an impression on me (interpretation):

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**What could be better?** (What exactly would you do differently if you were in the place of the person receiving the feedback)

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**What was the best?** (A detailed description of what you liked best)

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