

GIVING CORRECTIVE FEEDBACK

Being able to offer helpful criticism to those around us is often a difficult task. Many people steer clear of offering feedback or wait until they are so frustrated that they blow up. Neither of these tactics is healthy.

GENERAL GUIDELINES FOR GIVING FEEDBACK

- Plan what you will say
- Focus on the behaviour, not the person
- Think about the ratio of positive interactions to negative ones
- If possible, talk one-on-one
- Avoid guessing at the reasons behind the behaviour
- State what behaviour you expect

SHIFT COMPLAINTS TO REQUESTS

One simple way to deal with a desired change in behaviour is to transpose the negative behaviour into a request that clarifies what behaviour you would like from the other person.

COMPLAINT	REQUEST
<i>"You are unprofessional."</i>	"When you receive a work memo, we expect that you will comply."
<i>"You are rude."</i>	"When I come into your office, please stop what you are doing, look up, and acknowledge me."