Giving effective feedback should:
  - strengthen confidence or improve effectiveness of the recipient.
  - focus on behaviour
  - be specific (time, observed behaviour, perceived feedback)

TIPS FOR GIVING FEEDBACK & RECEIVING FEEDBACK
  - make it a conversation
  - give feedback earlier
  - give feedback in private
  - ask if you can give feedback
  - don’t expect the recipient to take action
  - remember that everyone’s “feedback cup” is a different size
  - earlier feedback doesn’t always mean immediate

  - ask for feedback
  - don’t defend
  - seek clarification
  - say thanks
  - take action
  - feedback is a gift, you can decide whether to receive it or not, and whether to action it or not.
  - if you want specific feedback, give constraints
  - think about who can help you to work on your feedback (allies)

This is the 3rd iteration of this booklet. Help us to make it better.
Write to kwillis@thoughtworks.com and smichel@thoughtworks.com.
From: 
To: 
Subject: thanks

Date: 

SWOT

OBSERVED STRENGTHS
OBSERVED WEAKNESSES

OPPORTUNITIES TO GRAB
THREATS TO AVOID

From: 
To: 
Date: 
Specific Feedback

* I am working hard to ....

* Can you tell me if I am making progress?

* Can you give me an example?

AD HOC FEEDBACK

< SPECIFIC TIME > E.g. Today...

< OBSERVED BEHAVIOUR > E.g. You said/did....

< PERCEIVED IMPACT > E.g. It made me / the team feel....

< SUGGESTED SOLUTION > E.g. Next time, try to...

From: _______ Date: _______

To: _______
SLIDERS

Eg. LISTENING SKILLS

[POOR] [EXCELLENT]

NOTES: You are always ready to listen & help, for example...

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NOTES:

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NOTES:

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NOTES:

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NOTES:

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Hey! This is a...

☐ COMPLIMENT

☐ SUGGESTION

NOTES

From: ___________  Date: ___________

To: ___________
Subject: thanks

Diagram:
- Keep doing
- More of
- Less of
- Start doing
- Stop doing