

## The Art of Giving Feedback

**\*Feedback should focus on behavior not personality,** “when you interrupted me, I felt like you didn’t care about my ideas” not “you are so overbearing.”

**Feedback should be descriptive, not judgmental.** “you didn’t acknowledge the owner’s concerns when she said she was anxious” instead of “you are not very empathetic.”

**Feedback should be sharing information, rather than giving advice:** Recipient should be a part of finding a solution. Check out their response and be open to possibilities. Don’t just give the solution.

**Limit the amount of feedback:** In general the ratio of positive:negative should be around 4:1. Sandwiching can work too Positive:negative:positive. Quality over Quantity.

**Be well-intentioned, valuing, and supportive:** It is the responsibility of each member of the group to help and support their colleagues.

**\*“I” \_\_\_\_\_ “you” statements can be helpful.** Example: “I felt excluded, when you didn’t include me on the group text.”