

Giving and receiving 360 degree feedback

Giving feedback

- Base your feedback only on your personal experience.
- Use descriptive rather than judgmental language.
- Give examples.
- Be specific rather than general.
- Describe the effect or impact the behaviour has or had on you.
- Be honest, but take care with how you phrase the feedback.
- Possibly suggest what the recipient could do differently.
- Focus on things the recipient can control.
- Remember that the purpose is to help not to get at the person you are giving feedback to.

Receiving feedback: Dos

- Assume the giver is well intentioned.
- Accept that it could be true, but remember that you will decide what if anything to do about it.
- Remember that the ratings and comments concern individual behaviors not overall performance.
- Look for underlying themes and patterns.
- Relate this feedback to feedback you have received previously.

Receiving feedback: Don'ts

- Focus solely on the negative.
- Try to rationalise all the comments or justify your "performance".
- Engage in a witch hunt.
- Become defensive about it
- Rush to a conclusion about your development needs.