

How to give positive and negative
feedback to colleagues

ENABLE



30 Years of Excellence

Welcome!

Your facilitator for today is



Warm up task

- Write down 3 to 5 words that come to mind when you hear the word 'feedback'.
- Put them on a Post-It Note and stick to the board.




Aims of the session

- Discuss the impact and importance of feedback.
- Discuss feedback models.
- Identify a model that works for you.
- List essential criteria for giving effective feedback.
- Practise giving feedback.



“We all need people who will give us feedback. That’s how we improve.”

Bill Gates



Why is it important
to give positive
feedback as well as
negative?

Think of a time you received some negative feedback

Was it useful?

Did the person giving the feedback do it well?

How did it make you feel?

Feedback scenarios

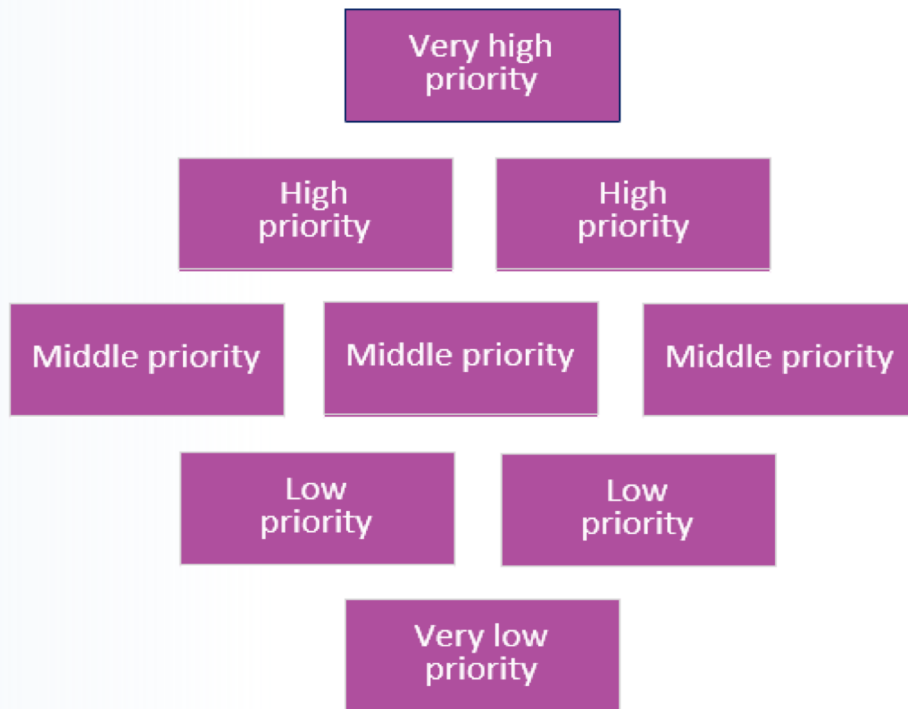
- A customer stops a colleague of yours in the corridor to ask for some help and the colleague is quite rude.
- You've asked a colleague for some information but they keep forgetting and you can't finish your task.
- A colleague had a great idea during a meeting that could really help the business.
- You've noticed your friend takes a long time to do any tasks on the computer spending a long time trying to find the files they need.
- A colleague completed a big task in record time and did it really well.

Feedback models

Are any of the models similar to each other?

What are some of the advantages and disadvantages of the models?

Diamond 9 – feedback



1) Pick out the 9 most important cards and discard the rest.

2) Arrange the 9 you have kept into the diamond 9 pattern. The most important card is on the top of the diamond.

3) Discuss your diamond with the other groups.

Guide to Effective Feedback

Read the top tips about giving effective feedback.



Try it Out

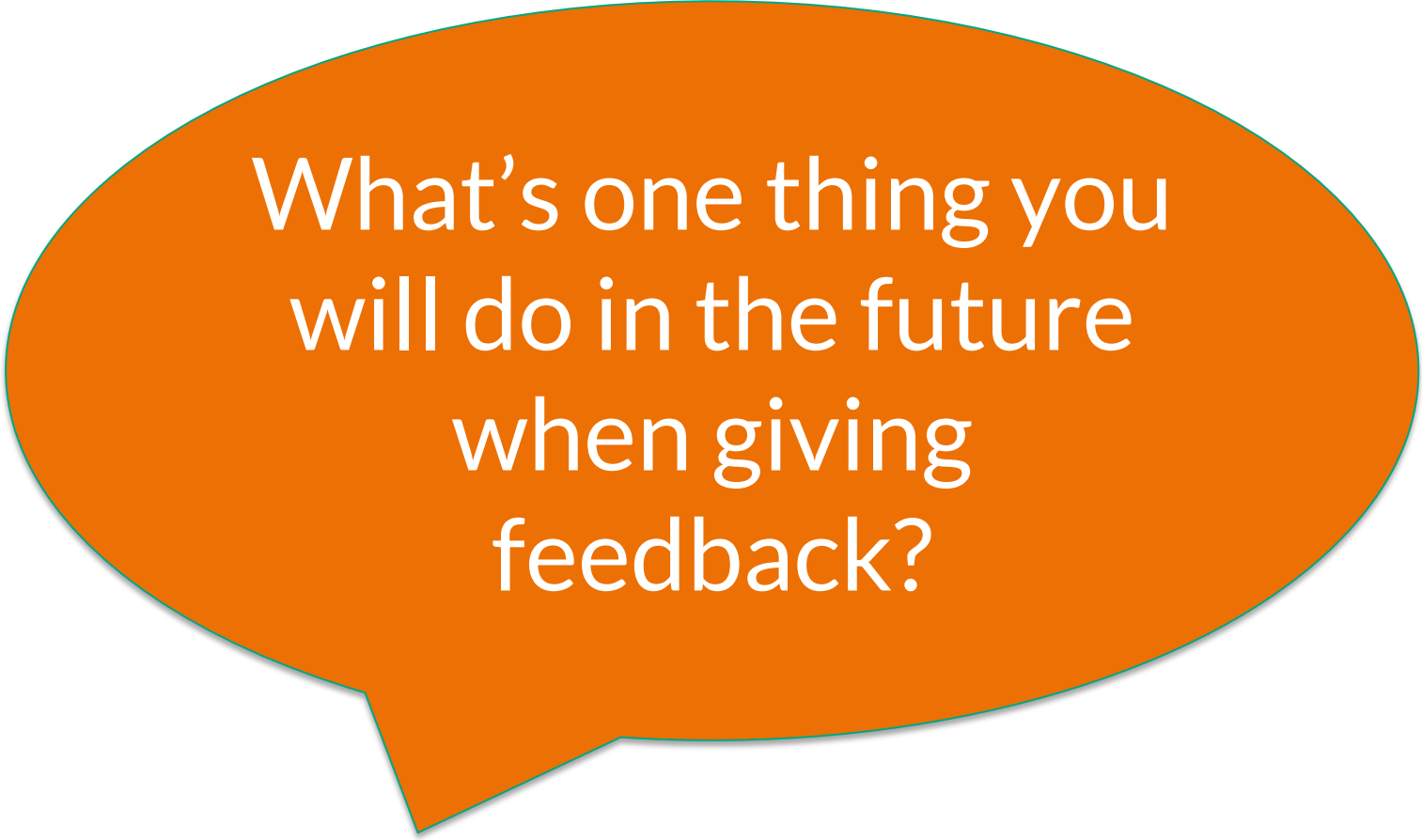
- Work in pairs.
- Each person takes it in turns to give feedback to the other.
 - Use your notes and models to help you.
 - You may wish to use the scenarios from earlier or use a scenario relevant to your workplace.
- Partners – explain how you felt about receiving the feedback – was it useful and delivered well?

Feedback scenarios

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Did we achieve our aims?

1. Discuss the impact and importance of feedback.
2. Discuss feedback models.
3. Identify a model that works for you.
4. List essential criteria for giving effective feedback.
5. Practise giving feedback.



What's one thing you
will do in the future
when giving
feedback?

Thank you!

