



Forward



Share

Feedback is a Gift

December 2022



Photo Credit: Edgar Sotos

**Who *loves* giving feedback?
When I'm speaking on this topic
and ask my audience that question, few
people raise their hand.**

So here are a few tips this month to help you:

1. Think of feedback in terms of this definition:
 - Feedback is simply a description of what you saw, heard or read and what the impact of that action or behavior had on yourself, others or the organization as a whole.

**Here are comments
I've heard in
team meetings about
**HOW people *like*
to receive
FEEDBACK.****

Here is how one team of people described how they prefer to receive feedback:

Person One:

- Direct
- Concise
- Accept that my personal intent is always positive

Person Two:

- Direct
- Brief
- Actionable
- Tell me the why
- Consistently at designated times
- Or if not at a designated time – I don't like to be surprised, so help me get my mind ready. Ask if it's a good time and give me some context with a preface – "I had some thoughts;

2. Before giving anyone feedback, know ahead of time how everyone on your team prefers to receive feedback. – How do you know that? Ask them!

3. It's obviously awkward to ask someone how they like to receive feedback right as you are ready to give it to them. That's why, when I work with teams, this is an activity I suggest:

Team Activity:

Take the time in a team meeting to go around the room and ask everyone to share what best helps them in receiving feedback. Record it and put it where the team can access it, but not everyone else. I find people are excited to share this information and even more excited to hear this from their colleagues, direct reports and even their superiors! And a note to leaders, people who report to you also sometimes need to give you feedback and it helps if you have let them know you are open to it.

In the sidebar this month, (to the right if you're on a laptop, or keep scrolling down if you're on a phone or tablet) I've listed a variety of different things I've heard people share about what is helpful to them in receiving feedback.

4. In preparing to give feedback to someone, customize it according to what they've said is most helpful to them.

Feedback is a gift!

5. Withholding feedback deprives people of information they need to grow, improve, be successful, shift gears, overcome blind spots and more. Be courageous and willing to share the gift of feedback.

Here are links to three other articles I've written about giving feedback:

[March 2017 – How to offer feedback constructively](#)

[March 2022 – Delivering Difficult Feedback Part I – When Immediate Correction is Necessary](#)

[April 2022 – When Significant Growth is Imperative](#)

do you have some time to talk?"

Person Three:

- Sandwich (positive, constructive, positive) approach
- Suggestions for negative feedback
- Also likes positive feedback
- Frequent – so it's not a giant list of things
- Constructive – how can it be better and also identify support people

Person Four:

- Timely
- Details with actionable guidance

Person Five:

- Timely
- Direct
- Detailed
- Context

Person Six:

- Constructive
- Not personal
- How can I fix it moving forward
- Maintain the relationship

Person Seven:

- Give me resources
- Example of a way to do better
- "Here's a book or paper to read" or "Go talk to this person who had this experience"

Happy holidays and have a great new year!



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Person Eight:

- Hear it quickly
- Then conversation/ support on what I can do differently

Person Nine:

- May be educational feedback, but also suggestions
- I also like the opportunity to figure it out myself
- So, ask if I would like suggestions – or maybe later
- I also like positive feedback

Person Ten:

- On the fly is ok, but also can schedule with me because sometimes I over-think
- Have structure to the conversation rather than a long bullet list
- Explain what made it good or bad – give specifics

Person Eleven:

- I like it to be scheduled
- Give me an opportunity to share my reflections first about whatever situation we'll be talking about – ask me how I thought something went before you give me the feedback – I might already be

- aware and have thought about it
- Privately one-on-one
- In writing as a follow-up so I can continue to process what we talked about

Person Twelve:

- Actionable
- Relevant
- Timely
- Material – relevant to performance or results

Person Thirteen:

- I like a compliment first
- Phrase it like, “I think you can challenge yourself or add to it as goal as opposed to a negative
- 100% - do it at the end of the day rather than early unless it’s an emergency
- Another option is task me with re-doing it so it’s right or better

Person Fourteen:

- Direct & constructive
- I want to hear what you have to say and give me something to do with it – how to do it right or approach it differently

Person Fifteen:

- Sandwich (good, do differently, good) approach
- No drama – simple and unemotional
- Concisely
- Precisely
- Reminders to help me remember If I do it again – we talked about this & you did it again

Person Sixteen:

- Everyone has to start with a positive
- No “shoulds” – instead “You could try it this way” or give me some examples

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