

# Providing Feedback

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# Why is Feedback Important?

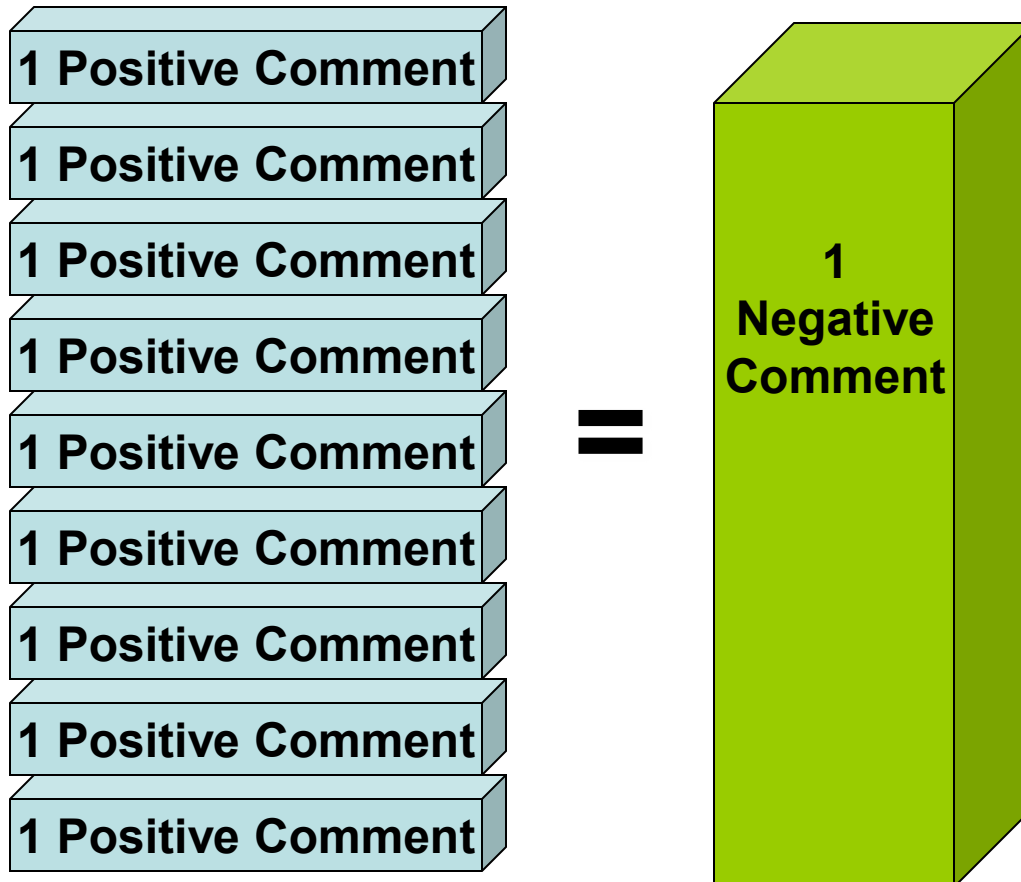
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- **Essential to an individual's learning process**
- **Provides the participant information about their performance they may not otherwise see**
- **Gives the participant an opportunity to ask specifically how they can improve**
- **Boosts confidence for someone who may not realize how good they really are!**

# Giving Feedback

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*It takes 8 - 9 positive comments to undo the damage of  
1 negative comment*



# **Components of Constructive Feedback**

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- 1. Actual behavior**
- 2. Descriptive**
- 3. Specific**
- 4. Nonjudgmental**
- 5. Invites a response**

# 1. Actual Behavior

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**Comment on what the person does  
(behavior) and not what you think of them**

## 2. Be Descriptive

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**Use words that describe actions instead of adjectives about the person**

- **Appropriate: “I observed that you rarely paused while speaking”**
- **Inappropriate: “You talk way too fast”**
- **Appropriate: “I see you tend to keep your eyes on your notes”**
- **Inappropriate: “You don’t seem very friendly”**

# 3. Be Specific

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- **Aimed at concrete, specific, *changeable*, behaviors**
- **Things which can be focused on:**
  - **Rate of speech**
  - **Use of jargon**
  - **Technique**
  - **Content**
- **Things not to focus on:**
  - **Speech qualities (e.g., high pitch, accent)**
  - **Nervousness**
  - **Physical challenges**

## 4. Nonjudgmental

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- **Use “I” statements – not “You...”**
  - **“I see you have another way of doing it...” vs. “Your technique is wrong.”**
  - **“I wish you projected more and made eye contact” vs. “You looked depressed.”**



# 5. Invite Response

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- **“How do you think you did?”**
- **“Would you have done anything differently?”**

# Order of Feedback

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- 1. Start off positive: “I liked when...”**
  - **Emphasize strengths**
  - **Focus on unique contributions and creativity**
  - **Mention challenges that were handled well**
- 2. Transition into areas needing improvement (1-3)**
  - **State what the improvement could be**
    - **Example: “I think you have a very pleasant voice. I wish you could project better so others can hear you.”**
- 3. End with a summary and positive general statement**

# Receiving Feedback

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- **Accept feedback without being defensive**
- **Listen to comments without interrupting**
- **Accept feedback with appreciation – feedback is not easy to provide**
- **Request further clarification if needed**

# Concluding Thoughts

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- **Everyone brings unique experiences to the interviewing process**
- **Your peers are the best teachers you will have – value their feedback**

# TB Interview Demonstration by Facilitators

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