

## **Giving/Receiving Feedback**

### **Giving and Receiving Feedback**

Helpful feedback is the process of giving data to a person or group in such a way as to help him/her improve his/her performance.

#### **- Why do we want to give feedback?**

- To help the other person achieve his/her goal in a more effective way.

#### **- People need both positive and negative feedback.**

- They need to know not only what they are doing that is effective, but also what they are doing that is not effective so they can continue the one and correct the other.

- If successful feedback is to be communicated, the barriers between "giver and "receiver" need to be broken down and a relationship of confidence and trust established.

#### **- What kinds of feedback data are helpful?**

**OBJECTIVE DATA-** Observations of actions that one sees external to his/her own feelings.  
Example: "I saw you talk for five minutes continuously. You talked to only one other person."

**SUBJECTIVE DATA-** Observations of how the other person's actions made you feel.

Example: "When you did that I felt uncomfortable."

Helpful Hint: Positive feedback is best!!

### ***"WARM FUZZIES"***

Who-When-Why-How to Give Them

Warm Fuzzies (positive feedback) is an important element in any person's successful functioning. This section will attempt to help you become more acquainted with who, when, why and how to give positive feedback.

#### **I. Who Gives:**

A. Advisor gives to officers, committee chairs, students.

- B. Officers give to committee chairs, students, and advisor.
- C. Committee members should be given feedback by chair, and vice versa.
- D. Ideal goal would be for everyone in the community to show appreciation to each other.

## II. When To Give:

- A. When an individual or group has accomplished a particular goal.
- B. During the process of working toward a goal.
- C. During periods of frustration for those working on a goal.

## III. Why To Give:

- A. Acts as an encourager or positive reinforcer
- B. Says "a job well done"
- C. Shows appreciation
- D. Helps promote positive group relationships
- E. Helps promote group cohesiveness
- F. Helps promote mutual respect
- G. Helps promote positive self concepts
- H. Facilitates achievement of individual/group goals

## IV. How To Give:

- A. Special events (picnics, dinners, etc.)
- B. Thank you notes
- C. Personal letters of appreciation
- D. Verbal praise to individuals and to group as a whole
- E. Awards banquet
- F. Tokens of appreciation, e.g. a flower in a mailbox