

Communications

Tips for Effective Communication Giving and Receiving Feedback

Giving Feedback	Receiving Feedback
<p>Helps</p> <ul style="list-style-type: none"> Being descriptive, not evaluating the other person Providing specific behaviors-what was said or done Using recent examples or immediate relevance Revealing your underlying assumptions Conveying equal power in the relations-you control the change as much as I 	<p>Turns On</p> <ul style="list-style-type: none"> Paraphrasing what you have heard Requesting clarification of feedback Checking other's perception of the feedback Summarizing what several people have said Exploring the feelings created by the feedback
<p>Hinders</p> <ul style="list-style-type: none"> Giving general or vague feedback Using old examples Using power to drive feedback home Evaluating and judging the other person Fault finding, accusing, blaming Bringing up behaviors that others can't change 	<p>Shuts Off</p> <ul style="list-style-type: none"> Justifying your actions Building your case for why you do what you do Apologizing Promising not to do it again Over internalizing feedback (assuming it is all true)