



KISS Technique

- Keep Doing
- Increase Doing
- Stop Doing
- Start Doing

Make it part of the Culture

- Anyone can (and should) add value by providing feedback
- Providing its done tactfully, with good intent and appropriately

Accepting Feedback

- Accept it gracefully
- Thank the giver (it was a gift)
- Discuss to fully understand
- Decide to accept or reject the feedback for yourself

3 forms of Feedback

- Positive**
 - Helps improve performance
 - Focuses on what can be improved
- Constructive**
 - Reinforces good behaviour
 - Improves individual and workplace morale
 - Focuses on what went well
- Negative (Criticism)**
 - Best to be avoided
 - Focuses on what is wrong

Balance

- 40 - 60% Positive
- 40 - 60% Constructive
- 0% Negative (Criticism)

Delivering Feedback

- Timely
- Environment
- Usually one to one, face to face
- Focus on behaviour, quote examples
- Dialogue
- With good intent
 - Not to vent your frustration
 - Not to make yourself look smart or superior