

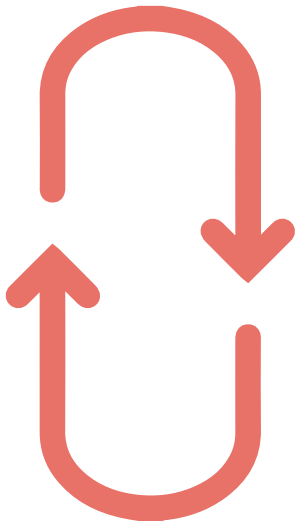
GIVING & RECEIVING FEEDBACK

What is feedback?

Information about reactions to a product or a person's performance of a task, etc., used as a basis for improvement.

What are assessments?

The evaluation or estimation of the nature, quality, or ability of someone or something.



Feedback tends to be loaded with some sort of opinion, whereas assessments are unbiased observations. Feedback and assessments are best given in a one-to-one setting directly to the person that it is regarding.

This eliminates the potential for groupthink when feedback is done in groups all together, and it eliminates the possibility for gossiping or talking behind people's backs that can happen when it's not given to the person directly.

This guide will focus on how to work with assessments.



GIVING & RECEIVING FEEDBACK

Don't forget to say...

thank you

Once you've listened to everything they had to say, thank them for giving you an assessment.
(you will be able to grow and improve yourself with this information and it is not easy for many people to be so direct with something like this).

If now is the right time to have a conversation about it then you may proceed to talk with them, otherwise, just let it be and allow yourself the space to process it.



Be sure that there is a space for team-leader-to-team-member assessments as well as a space for team-member-to-team-member assessments. Giving and receiving feedback is not usually natural for most people. To build the behavior keep a consistent interval of these spaces and encourage them to happen in the day-to-day, outside of the formal spaces. The more open and honest the team is, the more you will build each other up, and the stronger you will become.

