

# USING FEEDBACK

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*“I THINK YOU ARE DOING WELL WITH THIS JOB THE ONLY THING YOU HAVE TO IMPROVE IS.....”*



*We’ve all been there, someone gives us some feedback on how we do things, either at school, at home, on the sports pitch, from our mates.*

*Being able to use feedback positively is important.*

*It’s easy when it is positive but hard when it can be critical. Why is this?*

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## 2 SO HOW CAN WE GET GOOD AT USING FEEDBACK POSITIVELY?

HERE ARE THREE TIPS

### 1 TRY NOT TO TAKE IT PERSONALLY

Of course it feels personal because they are talking about you! But a good manager or teacher will be trying to help you improve at the task you are doing. So try to chill Say to yourself *“this is not personal, I have to stand back and try to be objective.”*

### 2 LISTEN CAREFULLY TO WHAT IS BEING SAID

When you get feedback it is easy to hear only the negative. Watch your body language isn't defensive and show you are listening by asking questions back for example *“So what you are saying is that I am doing good but have to improve in this area?”*

### 3 SHOW YOU ARE ACTING ON THE FEEDBACK

As soon as you can, show your boss that you are acting on the feedback. *“Are you noticing I'm taking on board the feedback you gave me?”* These things seem a bit corny but seriously showing that you can take feedback constructively and put it into practice is vital.

## 3 DESIGN A FEEDBACK FORM FOR AN IMAGINARY WORK PLACE

- What do you hope to find out?
- What questions will you ask?
- What will you do with the feedback?
- How will you promote it and get honest feedback?

**How did we do today?**

Please use this form to provide feedback about our services

Your name / email address  Date of visit

Would you describe your feedback as (tick where appropriate)

Comment  
  Complaint  
  Compliment  
  Suggestion

Your feedback

Please put completed forms into the SSiD suggestion box or hand into the SSiD front desk counter. Thank you for your feedback.