

The art of

giving

and receiving

feedback

The art of **giving** feedback

- 1** Start and end on a positive note: **cultivate optimism, use body language and even emojis! :)**
- 2** Use "I" Statements: give feedback from ***your* perspective.**
- 3** Be an angel's rather than devil's advocate "The thing that I REALLY like in YOUR IDEA is..."
- 4** Keep the **sense of curiosity** of a child : "And Why...?"
- 5** **Focus on the outcome:** can they use your comment to get better? If not, rephrase.
- 6** Open up **new perspectives:** "What if...?"
- 7** Play the game & **use humour** to create a light atmosphere.
- 8** **When online be aware of your presence:** show your interest with your body language, talk clearly

The art of **receiving** feedback

- 1** Accept feedback as **a gift**, not as a criticism
- 2** Always **write down** feedback as you get it - it might mean something more to you later
- 3** **Change is sexy**: the aim is to change our minds/iterate, not defend a fixed idea
- 4** **Ask questions** and dig deeper; “Why did it make you feel that way...”
- 5** Always **be thankful** for feedback, it is to be cherished always