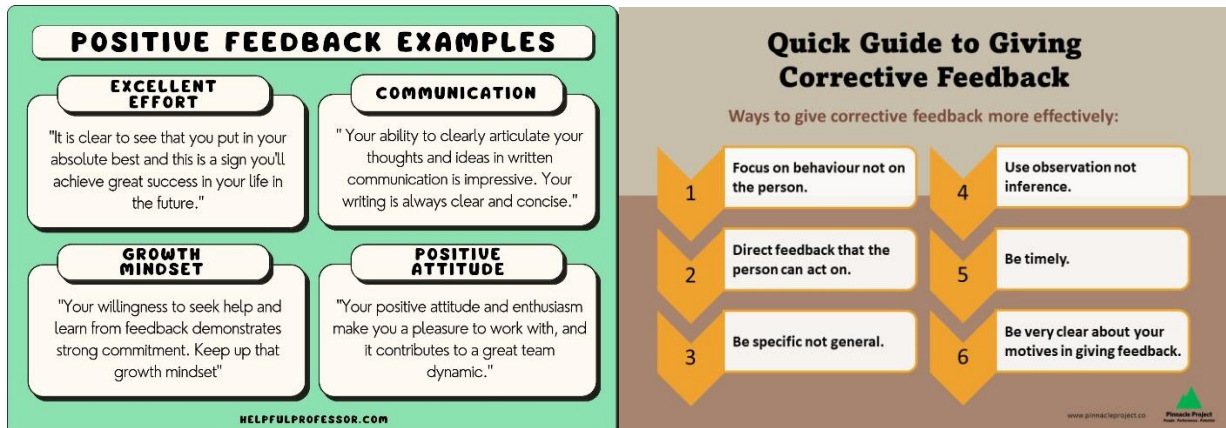


Feedback

Constructive Feedback and Corrective Feedback



[positive feedback corrective feedback - Search Images](#)

When giving feedback, it is important for the feedback donor to consider active statements e.g., 'I like this part here', 'I think you mean this', giving explicit information, compared to passive statements e.g., 'good', 'I don't like it', 'this part is wrong' or giving no explicit information.

Likewise, the feedback donor needs to give positive feedback e.g., 'I like how you ...', 'I think it can improve', 'Good start' and using encouraging language, compared to negative statements e.g., 'You would say that', 'I'm surprised you got it', 'You'll never finish this' and using discouraging language.

Guidelines on How to Give Good Feedback

- Understand the motive. Then the action might seem reasonable.
- Expect good intent. If you cannot understand the rationale, bring it to a discussion to find out where the person was coming from.

Focus on actions and motives, not identity or background.

- Give feedback on recent events. Don't bring up old issues—this often leads to unresolvable memory debates.
- Positive in public, negative in private.
- Be specific and give examples. Without examples, feedback becomes vague and potentially confusing.

For Feedback on Behaviour Patterns

- Use this format:
- "When you ____, I feel and act like this. What could we do about that?"
- This helps share responsibility for the outcome.
- When receiving feedback, don't argue or defend. It's the other person's experience—subjective but real.
- There is nothing to gain from saying feelings are wrong. If appropriate, you can explain your reasoning *after* listening.

To Help Others Receive Feedback Positively

- Share your perception of what they're doing well.
- Highlight the importance of their contribution.
- Express your belief in their potential for excellence.
- Hold high expectations—they are capable of great things.
- Your job in giving feedback is to help the person think about the future and how to become more effective.
- Use words that show a commitment to learning and growth. Offer suggestions, ideas, and questions.
- The result should be an energising, future-focused conversation—leaving you both eager for the next discussion.

Special Treatment: When Someone Doesn't Fit in Easily

- Sometimes you work with someone who doesn't quite fit into the group.
- You may sense that they're likely to receive a lot of negative feedback. In such situations, it can be helpful to coordinate the feedback so they don't hear the same things repeatedly.
- The goal of feedback is growth—not making someone feel like a failure. It's not about dishonesty; it's about understanding the human psyche.
- Everyone should leave a feedback session with a sense of hope.
- Information Is the Raw Material of All Projects.

Information Sharing and Team Flexibility

- To make a team flexible and its members independent, information must be accessible and easy to find.
- As a rule, let everyone in the team access as much information as they feel they need.
- This is fundamentally a matter of trust. To take responsibility, team members need to understand how things work.
- Once the project has been running for some time, it's wise to design an information structure that optimises the flow of communication. Ask:
 - What is the natural flow of information through the system?
 - Are there any unmet needs?
 - Where does the information ultimately end up?
 - What is the documentation routine?
 - There will be more specific questions for each unique organisation, and each one deserves thoughtful answers.

External Stakeholders and Communication

- Many stakeholders need information—parents, students, neighbours, and business partners—especially if you're relying on their support to sustain your activities.
- It might be helpful to assign an Information Officer whose role is to focus on managing and streamlining communication, especially for external parties. That said, don't overdo it.
- Your focus should remain on internal activities. However, sharing a well-written letter or update regularly to acknowledge those who support you in various ways can build lasting goodwill.
- Prepare Their Brains
- Lastly there is communication with those attending your activities. Before meetings, people need to prepare the brain for what's coming. It might be that you would give out a plan for the next series of meetings with hints about the topics for discussion, information sharing and briefing. If possible, try to tell them the focus without losing the power of surprise. Curiosity is a great friend to learning.
- Meetings to Manage EQ Projects
- Leave the table behind you.

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