

# Feedback

How to give and receive it effectively  
by

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## ► 5 KEY STEPS

Build relationships and promote  
effective communication at work



# Feedback is a GIFT!



However, not everyone gives feedback in the right way. It is always important and it could be very valuable if we look for the gift inside and forget about its wrapping.

# The 5 Steps

If we all learn how to give feedback effectively, we will have faster results.

**1 Provide context** regarding the feedback you will offer.

It is important that you briefly describe what behavior you are referring to and when it happened.

Whenever you are receiving feedback, seek to understand the context and find out more about the other person's perception.





# The 5 Steps

Feedback could be positive or constructive (for improvement).

2

**Describe impact** in an objective way.

State how the behavior produces a result that is contrary or aligned to the goal or objective.

Whenever you are receiving feedback, listen attentively and relate the information to the goal or objective.

# The 5 Steps

## 3 Promote dialogue.

Ask the other person for input. Listen to how the person responds to your feedback. Be open to learn additional information. Consider that you may have incomplete data.

Whenever you are receiving feedback, participate in the conversation by asking clarifying questions and stating your point of view.



# The 5 Steps

## 4 Offer improvement recommendations.

Focus the conversation on solutions. Avoid personalism. Identify what would be important to achieve the agreed goal or objective.

Whenever you are receiving feedback, consider the other person's suggestions as well as your own ideas. If feedback was constructive, share your perspective on how to improve towards the future.

# The 5 Steps

## 5 Summarize agreements or next steps.

To close the feedback conversation, thank the other person and summarize agreed solutions. Look for validation from the other person.

Whenever you are receiving feedback, confirm to the other person what they could expect from you.



# feedback should be

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specific



objective



dialogue



focused on  
solutions



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It takes humility to seek feedback. It takes wisdom to understand it,  
analyze it, and appropriately act on it.

*Stephen Covey*





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