Effective leaders do not avoid hard conversations. Giving and receiving positive

and negative feedback is essential to team and individual growth. The ultimate goal

of giving and receiving feedback is improvement, growth and continuous learning.

**Receiving Feedback**

When we receive feedback, we are presented two choices.

1. React immediately
2. Respond thoughtfully

Sometimes we react without giving our response thought. Gut reactions can damage relationships and cause hard feelings. When receiving feedback, you don't need to act immediately, allow yourself a cooling off time. Take time to mindfully consider your response and choose a compassionate, cooperative response to a hard conversation. By choosing to respond thoughtfully, individuals on both sides of the feedback can grow and learn.

Source: <https://zenhabits.net/respond/>

**Giving Feedback**

When giving feedback, it is important to keep it simple. You can use the AID model to give both positive and negative feedback.

**A**ction: Describe your observation of the action

**I**mpact: Describe the impact of the action on the end result

**D**esired Outcome: Describe the desired outcome or skills that need to be developed.

Simon Sinek-Confront Someone: [Simon Sinek - Confront Someone](https://youtu.be/pbU1WqOxl8I)

Source: <http://masterfacilitator.com/aidmodelforeffectivefeedback/>

**Tips for giving constructive feedback**

* Choose an appropriate time and place
* Focus on the behavior and not the person
* Avoid always/never language
* Remember that feedback is your opinion
* Avoid the feedback sandwich
* Make a plan to follow up and then do it.
* Negative feedback should be given in person
* If negative feedback cannot be delivered in person, keep in mind that tone and word choice in written communication are very important

Other Resources:

Clear is Kind. Unclear is Unkind.

By Brené Brown <https://brenebrown.com/blog/2018/10/15/clear-is-kind-unclear-is-unkind/>

Video: [10 Common Mistakes in Giving Feedback | CCL](https://youtu.be/Fovrb4Y6OTI)