

Focus Feedback - M. Reiff

What? Focus Feedback is a simple and powerful format for structuring an effective feedback session.

Why? Giving effective feedback is a skill, not a natural talent. We are socialized to please, not to give critical feedback; we need a new structure. We are socialized to take everything personally; we need a break.

When? Most useful after presentations, as part of practice teaching, or when learning or producing new material. Use it when your goal is to learn how to do something better.

How? Both the Giver and Receiver - Focus on Feedback

Fitting

Match feedback to what is being requested. Listen. Ask.
Chose the tone and intention
Take feedback and use what fits; leave the rest

Optional

Feedback is optional - to be used or not.
Remember, this is opinion - not universal truth.
Take in feedback without explaining or defending.

Concrete

Concrete information works well.
Be specific rather than general.
Be descriptive rather than judgmental

Useable

Give feedback on something over which the receiver has control.
Can the receiver use it to improve? If so, structure a feedback response. If it isn't useable, it isn't feedback.

Sincere

Be sincere in wanting the feedback to be of help.
Feedback is thoughtful, but also comes from the heart
Receive feedback as a gift. Realize it takes guts to give really good feedback.