

# Feedback

## Session 6



## Feedback” in the Bible

- **Pr 27:6** Faithful *are* the wounds of a friend; but the kisses of an enemy *are* deceitful.
- **Col 3:16** Let the word of Christ dwell in you richly as you teach and admonish one another.
- **Prov 12:1** Whoever loves discipline loves knowledge but he who hates correction is stupid.
- **2 Tim 3:16** All scripture is... useful for teaching, rebuking, correcting and training.

## Receiving Feedback

- Listen carefully with an open mind; look for the measure of truth in the content.
- Look for patterns in what people say. If there is common ground their perceptions may be accurate and need to be taken seriously
- If there is a pattern then ask question to get further information
- Implement changes with a minimal cost that bring considerable advantages
- When receiving praise, do not devalue it buy self effacing remarks. Thank the person but then ask a probing question such as “How did it help you?”

## Giving Feedback

### The Amount

- “See everything, overlook a great deal, correct a little” Pope John XXIII
- Quantity of feedback we give is determined by the amount of change we want to see
- Tendency to expect too much change through impatience or over-optimism
- Better to say too little rather than too much but stay focussed on key issues
- In a Church with no feedback there may be random learning but members are not able to capitalise on the experience gained by others. Everyone receives comments but the learner
- When we are reluctant to give and accept feedback we provoke gossip

### The Timing

- Give feedback as close as possible to the event or behaviour.  
This minimises repeated mistakes and avoids the setting of a pattern hard to break later
- Feedback should be given at the best time emotionally for the learner
- Beware of generalisation. Be aware of context.  
One incident does not constitute a major character flaw

### The Manner

- Before giving feedback, consider whether a question might serve you better
- Focus on a behaviour not an attitude, be honest but not brutal
- Focus on the future not the past as feedback is designed to cause improvement
- If the message isn’t accepted be prepared to back off
- Integrate criticism with the offer of a positive alternative
- Feedback must take place within an existing relationship

## Feedback should be:

<b>Actionable</b>	Advice should practical, realistic and something that can be used
<b>Blame free</b>	Tough on issues not on people
<b>Calm</b>	Generally the manner should be cool not full of emotion
<b>Dispassionate</b>	Factual and objective
<b>Enlightening</b>	Don’t tell people what they already know!
<b>Future-oriented</b>	Focus on the future, not the past, to produce change
<b>Generous</b>	Mix positive and negative feedback; keep to negative to a minimum