

# Guidelines for Giving & Receiving Feedback

	Please Do:	But Do Not:
<b>Giving</b>	<b>Be Specific</b> "You talked over..."	<b>Be General</b> "You always interrupt."
	<b>Be Tentative</b> "It seems as though..."	<b>Be Absolute</b> "You never..."
	<b>Be Descriptive</b> "When you do this..."	<b>Be Categorical</b> "That's really bad."
	<b>Be Informing</b> "Go to step three..."	<b>Be Ordering</b> "I told you to..."
	<b>Be Consequential</b> "When you do that, people react..."	<b>Be Judgmental</b> "That is wrong!"
	<b>Be Freeing</b> "You can do this or that..."	<b>Not Binding</b> "You'll never change."
	<b>Be Forward Looking</b> "Play in the yard."	<b>Not Backward Looking</b> "Stay out of the street!"
<b>Receiving</b>	<b>Be Open</b> Suspend judgment. Listen without critical thoughts. Ask for clarification.	<b>Be Closed Down</b> Keep your answer/rebuttal running in your mind. Use close-ended questions.
	<b>Be Attentive</b> Summarize their ideas in your own words.	<b>Be Repetitive</b> Mimic their exact words.
	<b>Engage</b> Identify ways to get buy-in from others.	<b>Deny</b> See it as their problem. Refuse to see your involvement.
	<b>Commit</b> Document what you agreed to do.	<b>Avoid</b> Trying to find out who said what.