## Giving – and receiving – helpful feedback

When **giving feedback**, there are a few pointers that help making it easier for you to give and for the other person to receive feedback:

* Use the sandwich-principle: Start and end with positive remarks.
* Be descriptive: Make sure both of you know exactly what you are talking about.
* Be concrete: Point out exactly what you like and where you see potential for improvement.
* Be constructive: Show options of how you might improve upon what is there.
* Be realistic: If you are working on a tight timeline, do consider whether pointing out all issues is necessary or whether there are points that are more essential than others.
* Don’t overdo it: Point out a pattern rather than criticizing every single occurrence of a systematic problem.
* Point out your subjectivity: You are not an objective judge. Make sure the recipient of your feedback knows that you are giving a subjective opinion.
* Don’t discuss: You state your point and clarify if you are asked for clarifications.
* Don’t insist: It’s the recipient’s choice whether to accept feedback.

When **receiving feedback**, there are also a couple of behaviors that make it easier for the other person to give you feedback:

* Don’t interrupt: Let them finish explaining the point they are trying to make.
* Don’t justify: Accept their feedback on your choices or actions without trying to make them understand why you chose what you chose.
* Ask for clarification: If in doubt, ask what they meant by what they said.
* Take notes: Write down the important points and review them later.
* Be appreciative: Let them know you value their feedback and are grateful they took the time to give it to you.