

Remote working management skills for HR professionals

# Giving and receiving

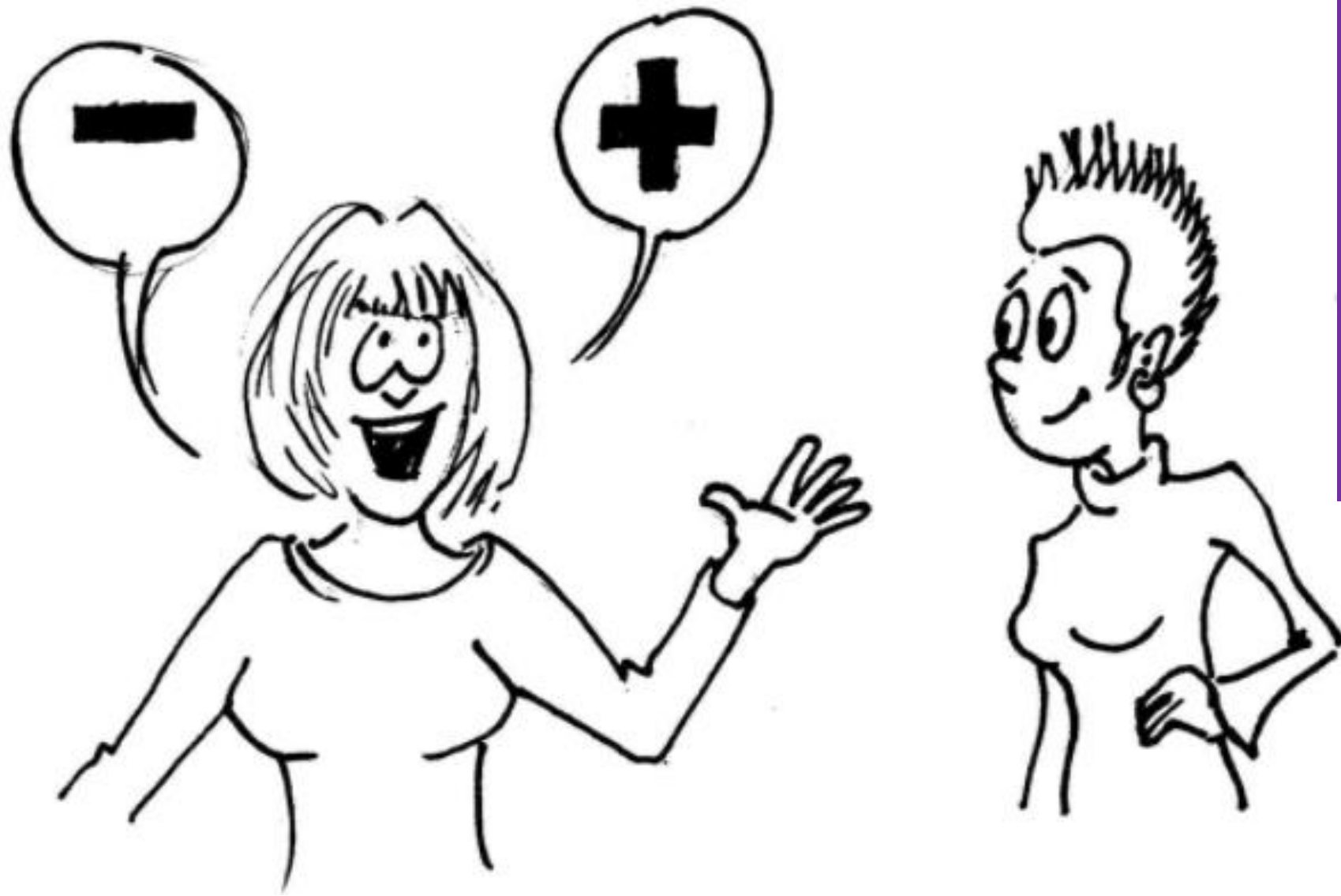
Presentation  
**feedback**




# INTRODUCTION

## Giving and receiving feedback

REMOWA



# What is feedback?



Feedback regards direct, constructive communication about an employee's or colleague's performance and how their efforts contribute to reaching goals.

From another angle, feedback is about information we receive from others defining their perception of our behavior, actions and performance, the way we respond to it and how we interact with it.

Look at the infographics and discover the feedback's main characteristics.



# 5 basic steps of giving positive feedback

(Poertner, Massetti-Miller, 1997)

## Basic steps when giving the positive feedback



1. Describe the behavior or performance you want to reinforce.

# 5 basic steps of giving positive feedback

(Poertner, Mussetti-Miller 1997)

## Basic steps when giving the positive feedback



2. Explain the positive impact that act has had on the team or the organisation, so that the person can see the value of his or her contribution and create extra incentive to repeat and develop that act.

# 5 basic steps of giving positive feedback

(Poertner, Mossetti-Miller 1997)

## Basic steps when giving the positive feedback



3. Help your feedback recipient take credit for his or her success.

# 5 basic steps of giving positive feedback

(Poertner, Mossetti-Miller 1997)

## Basic steps when giving the positive feedback



4. Explore the possibilities of added value in case such behavior continues.



# 5 basic steps of giving positive feedback

(Poertner, Mossetti-Miller, 1997)

## Basic steps when giving the positive feedback



5. Thank your feedback recipient for his/her contribution toward meeting individual, group or organizational goals and encourage similar actions in the future.

# 5 basic steps of giving the negative feedback

(Poertner, Massetti Miller 1997).



1 Describe the behaviour or performance you want to redirect.

# 5 basic steps of giving the negative feedback

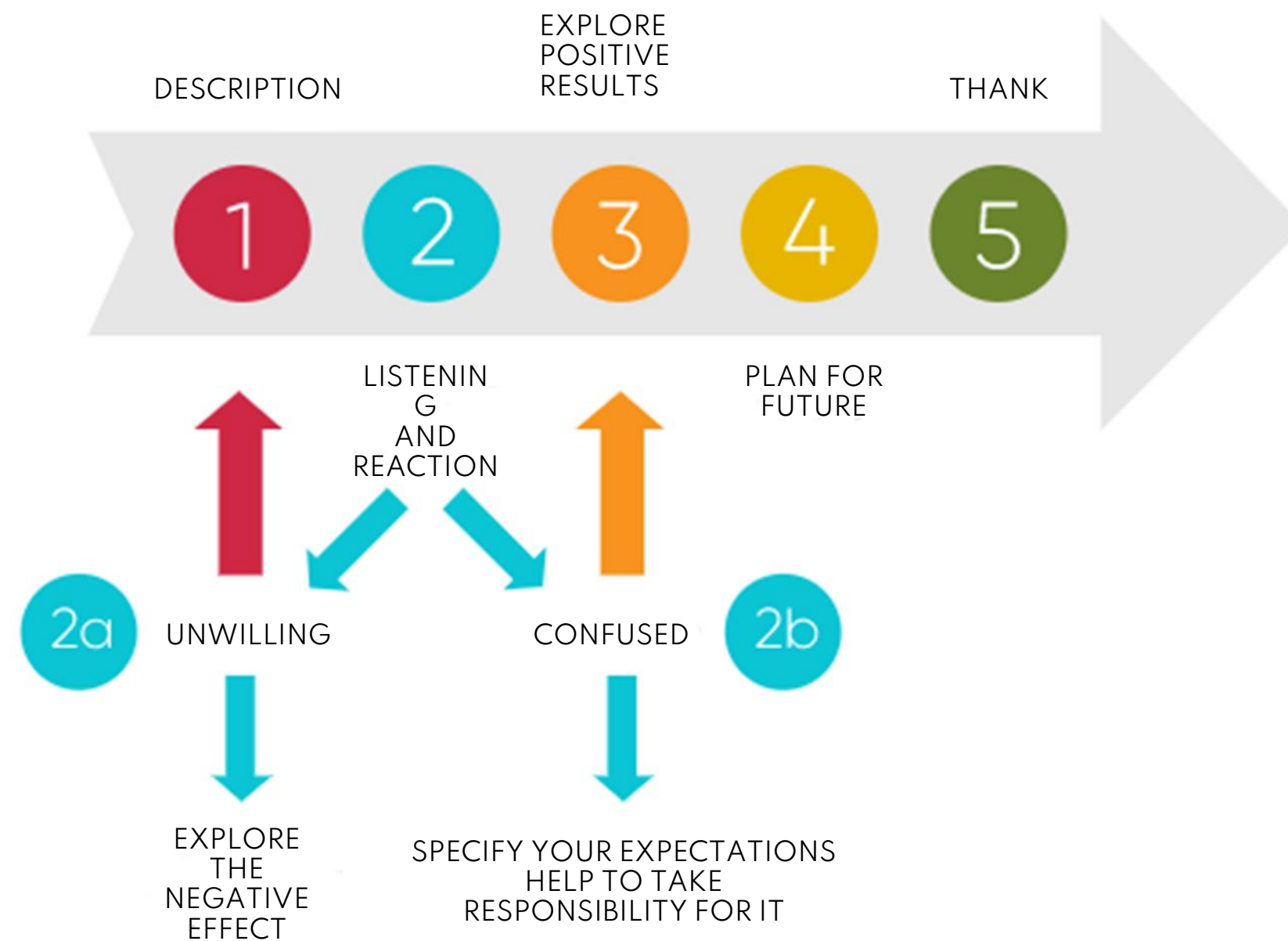
(Poertner, Massetti Miller 1997).



2 Listen to your recipient's reaction

# 5 basic steps of giving the negative feedback

(Poertner, Massetti, Miller 1997)



2a If he/she is unwilling to accept responsibility, explore the negative effect of your recipient's actions and try to better explain the issue.

# 5 basic steps of giving the negative feedback

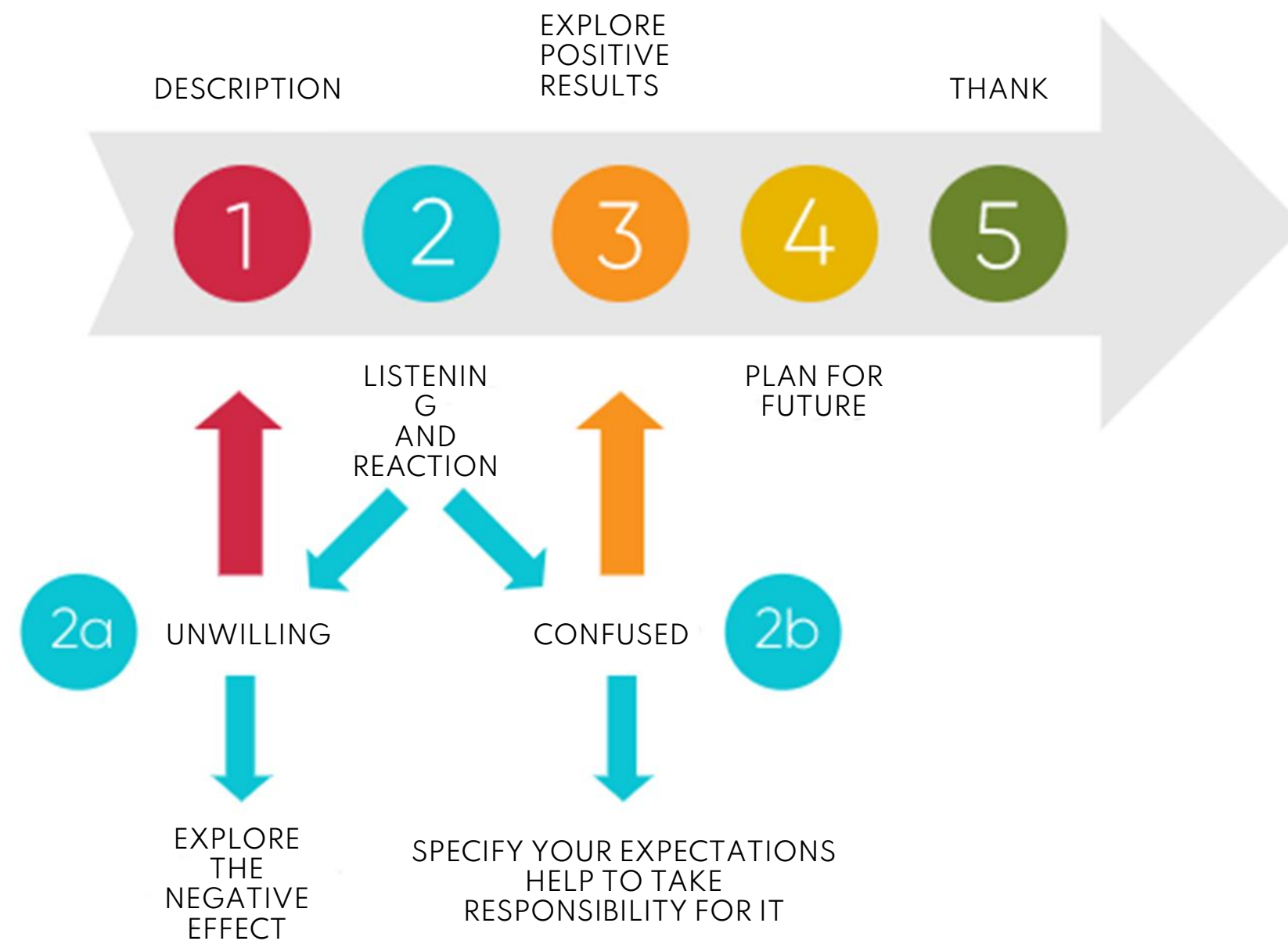
(Poertner, Massetti, Miller 1997)



2b If he/she is confused about your expectations, specify your expectations for actions. Help your recipient acknowledge that a problem exists and take responsibility for it.

# 5 basic steps of giving the negative feedback

(Poertner, Massetti Miller 1997)



3 Explore what positive results could be accomplished.

# 5 basic steps of giving the negative feedback

(Poertner, Massetti Miller 1997)



4 Develop a specific plan for future action.

# 5 basic steps of giving the negative feedback

(Poertner, Massetti Miller 1997)





# References

Poertner, S., Massetti Miller K. (1996). *The Art of Giving and Receiving Feedback*. Virginia, Coastal Training Technologies Corp.