

There are several factors that can help you give and receive feedback more effectively. Let's look at a few of them--we'll call them the 5 Cs.

<b>Courage</b>	Be willing to give and receive feedback despite feeling vulnerable and uncomfortable.
<b>Compassion</b>	Understand that people might deliver or respond to feedback emotionally. Deliver and respond to feedback with directness and empathy.
<b>Curiosity</b>	Be open to another's perspective. Ask questions for clarification and understanding when needed.
<b>Choice</b>	Take responsibility for your actions. Be mindful of your language and emotions.
<b>Connection</b>	Use the feedback session as an opportunity to achieve greater mutual understanding and collaborate on making changes that benefit all involved.

## Tips for using the 5 Cs

### **Courage** in Action

#### **When giving and receiving feedback...**

Keep in mind that feedback is a gift - an opportunity to learn something more about your actions, behaviors, or products from someone who cares enough to step out of their comfort zone and share their perspective with you.

### **Compassion** in Action

#### **When giving feedback...**

- Use "I" statements (e.g., "I noticed that ...").
- Provide specifics about the behavior or product in question.
- Describe the impact of the person's behavior/product on you, others, and/or the organization.

#### **When receiving feedback...**

- Realize that the other person may feel uncomfortable about providing feedback.
- Understand that your first reaction to feedback may be to hear it as criticism –an attack on you–and you may get defensive.
- Reframe feedback to focus on the behavior or product, not you as an individual.

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"Criticism, like rain, should be gentle enough to nourish a man's growth without destroying his roots."

–Frank A. Clark

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## Curiosity in Action

### When giving feedback...

- Check to see if the feedback was understood.
- Ask for their perspective: "Can you help me understand ...?" "How do you see it?"
- Listen to understand the other's perspective.
- Acknowledge and affirm what you hear.

### When receiving feedback...

- Focus on the behavior or product that sparked the feedback.
- Check to be sure you understand the feedback.
- Share your perspective - but not as an excuse for the behavior/product that sparked the feedback.
- Acknowledge the impact of your actions/behavior/product and apologize if needed.

## Choice in Action

### When giving feedback...

- What do you want to convey and why?
- Select an appropriate moment: not too far from the incident and once you feel calm.
- Pick a communication mechanism that supports discussion.

### When receiving feedback...

- It's important to be mindful of your emotions. Letting your emotions overtake you will keep you from listening and responding to feedback appropriately, and possibly undermine your professional credibility.
- Wait at least two seconds before responding after the other person finishes speaking.
- Breathe to help yourself calm down.
- Request time to process the feedback if your emotions are overwhelming you.
- Ask: "I would like to take some time to process your feedback so that I can respond in a productive way. Can we meet up again tomorrow?"

## Connection in Action

### When giving feedback...

- Show that you care about the person and believe in their capability and potential.
- Collaborate to come up with an approach that addresses any concerns.
- Ask how you can support them.
- If appropriate, co-create an action plan with tasks and timeframes.

### When receiving feedback...

- Show appreciation - feedback is a gift.
- Welcome suggestions and collaborate on a plan to move forward.
- Seek feedback from others if you need more information, paying particular attention to similar feedback from multiple parties.
- Challenge yourself to grow and commit to specific actions to do so.
- Be proactive about asking for feedback regularly.