

CONSTRUCTIVE FEEDBACK COMPLIMENTS AND CRITICISMS

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Objective: Ensure that the other person can hear what is being said and learn from it.

Constructive feedback is characterized by:

1. Describing the behaviour; being specific.
2. Keeping the focus on the person; avoiding comparisons.
3. Owning the impact; using “I” statements.
4. Timing the feedback appropriately.
5. Being focused.
6. Avoiding overload.
7. Addressing present behaviour, not bringing up past history.
8. Avoiding manipulating with compliments.
[to get a favour; to mask a criticism]
9. Being generous with compliments.