Feedback at Work

Practice giving feedback, saying thank you, taking correction and owning a mistake. Work alone or with a partner.

Name _____ · Date _____

PART 1: GIVING FEEDBACK AND SHOWING APPRECIATION

Giving feedback checklist

Is your feedback:

- ☐ Honest?
- ☐ Timely?
- ☐ Clear?
- ☐ Specific?
- ☐ Given with the intention of helping?

Body language checklist

Did you:

- ☐ Make eye contact?
- ☐ Speak slowly and clearly?
- ☐ Speak at the appropriate volume?
- ☐ Sit or stand straight up?
- ☐ Avoid fidgeting or moving excessively?
- ☐ Avoid crossing your arms?

Practice scripts: giving feedback

SCRIPT 1

Alex: I don't know if you realize this, Jordan, but you always interrupt me when I talk.

Jordan: I'm sorry, Alex. I thought I was helping you to get some ideas out. I won't do it anymore.

SCRIPT 2

Alex: Sam, when you go on break without telling anyone, I'm the only one at the registers and the line gets long. Can you let me know before you step away?

Sam: Sorry, Alex. I didn't think about that. I'll tell you before I go from now on.

Your turn: feedback you could give a coworker or classmate (Use the checklist.)

_____

_____

_____

Showing appreciation

Jordan: I want to thank you for your help with that difficult customer. I was starting to lose my patience.

Alex: No problem! I could tell you were getting a little upset; I was happy to help!

Someone I want to thank: _____

> Thank you for _____.
>
> It helped because _____.

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When a supervisor corrects you, or you make a mistake, how you respond matters as much as the fix.

PART 2: TAKING FEEDBACK AND OWNING MISTAKES

Taking feedback: accept instructions and corrections to your work

1. Listen
Let the person finish. Don't interrupt or argue.

2. Repeat it back
"What I heard you say is ____." or "To clarify, you want me to ____."

3. Say thanks
"Thanks, I'll ____." Then do it.

Practice: Your supervisor says you're stacking boxes the wrong way. What would you say?

Owning a mistake: four steps

Think of a decision you recently made that had a negative outcome. It can be at work, school or home.

My decision:

Step	What should you do?	What should you say?
Step 1: Decide if you're wrong.		
Step 2: Stay calm and admit that you're wrong.		
Step 3: Apologize.		
Step 4: Think about how you can do it differently next time.		

Ask for feedback: "How did I do at taking feedback and owning my mistake?"

One thing you can do differently is

Tip: Everyone makes mistakes at work. Owning a mistake and fixing it builds trust with your supervisor.

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