

GIVING FEEDBACK

that is useful and well-received is not always intuitive. Following some guidelines can increase the likelihood that your feedback is acted on.

WHAT CONSTITUTES GOOD FEEDBACK?

- Good feedback focuses on the content, not the content creator.
- Good feedback includes suggestions, not just criticisms.
- Good feedback emphasizes what is working, not only what isn't working.

FEEDBACK CHECKLIST

- Read the whole draft.
- Summarize the point of the draft or of each section of the draft.
- Pick the top 3 things you like about their draft.
 - Tell them those 3 things!
 - bad: "I like this paragraph."
 - good: "I like that this paragraph has a clear topic sentence."
- Focus on 3 things that you think will most improve the draft.
 - If you want to make suggestions, make sure they are concrete and actionable.
 - bad: reorganize your draft.
 - good: consider shifting paragraph 4 earlier, before paragraph 2.
 - If you want to prompt reflection, you might ask guiding questions.
 - "Does the claim in paragraph 2 contradict the point in paragraph 5?"
 - "Does a reader need you to explain this concept?"
- Consider your word choice so your recipient hears opportunities, not failures.
 - Is your point a suggestion? a demand? a conversation starter? an observation?
 - I like to use: "you might..." "consider.." "what about..." "could you..."
- Remind the recipient about their hard work and potential.

VERBAL FEEDBACK

- Use a positive, upbeat tone:
 - your recipient can and will pick up on your laughter or your frustration.
 - some people think that sharing a lot of attitude makes feedback more human, but it doesn't make it more humane.
- example: "Ugh, I mean, I guess this is a fine way to say it if you want to sound boring."
 - instead, try: "Having you considered adding an example to liven this up?"

WRITTEN FEEDBACK

- Consider the number of comments you provide on a draft - less is more!