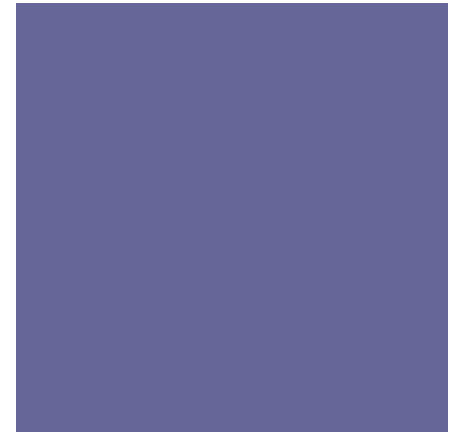




How to Give Effective Feedback: Follow Four Steps for a Fruitful Conversation



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National Institute of
Environmental Health Sciences

Office of Fellows' Career Development

How Do You Feel About Feedback?



Do You Give Feedback Regularly?



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How Many of You Regularly Receive Feedback? The Numbers Show...



14.9% lower turnover if implement regular feedback

78% said being recognized motivates them in their job



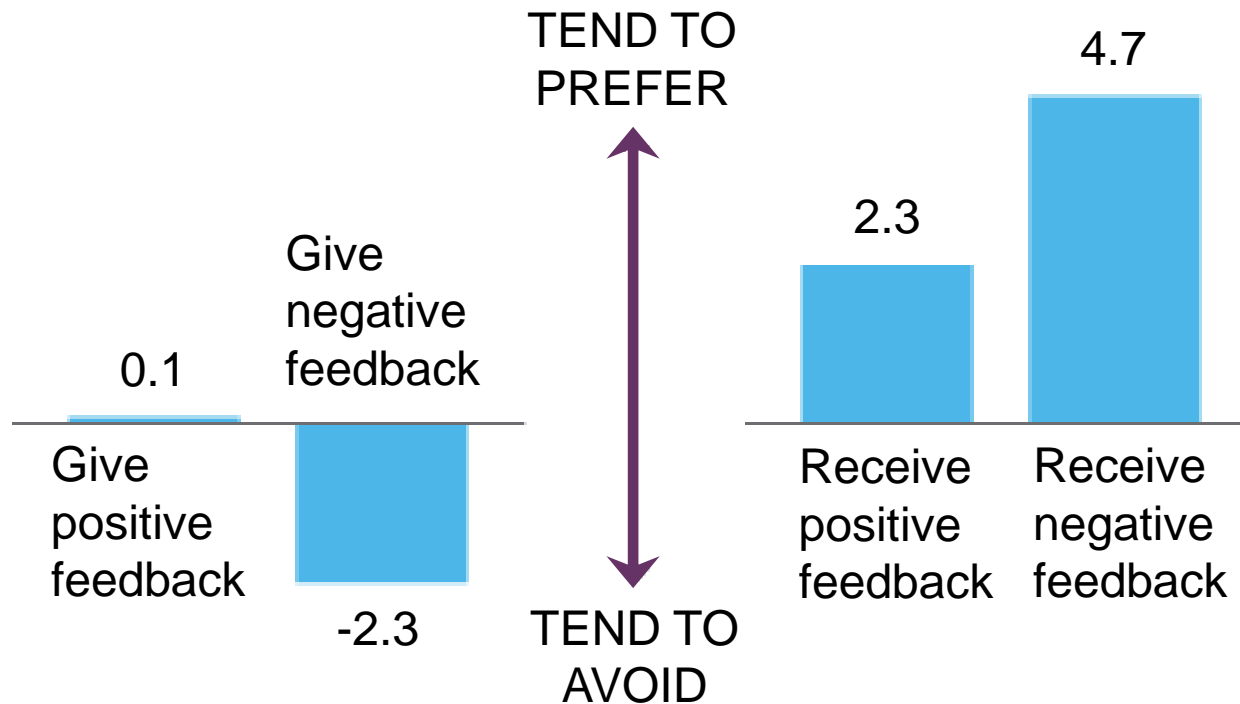
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<https://blog.hubspot.com/marketing/11-employee-feedback-statistics>

<https://businessjournal.gallup.com/content/124214/driving-engagement-focusing-strengths.aspx>

Would People Rather Give or Receive Feedback?



92% Agreed with: Negative (redirecting) feedback, *if delivered appropriately*, is effective at improving performance.

What is Feedback?

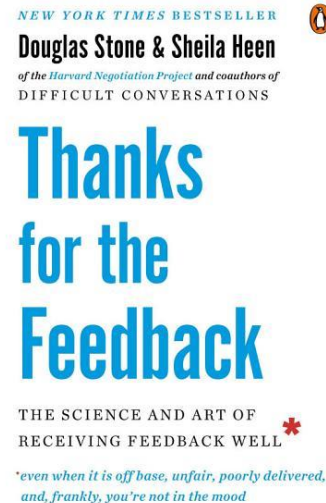
- the transmission of evaluative **OR** corrective information about an action, event, or process to the original or controlling source

Source: Merriam-Webster Dictionary

What is Feedback?

- Appreciation-Great job!
- Coaching-Guide to improve
- Evaluative-Compare with standards

Source: *Thanks for the Feedback*



What Considerations When Giving Feedback?



Empathy is...

seeing with the eyes of another,
listening with the ears of another,
and feeling with the heart of another.



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How Do You Give Effective Feedback?



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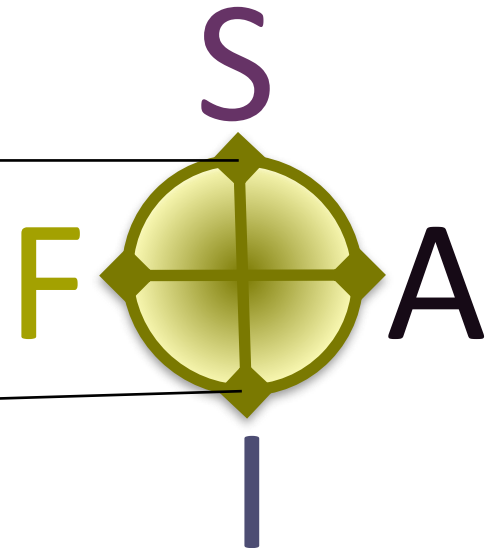
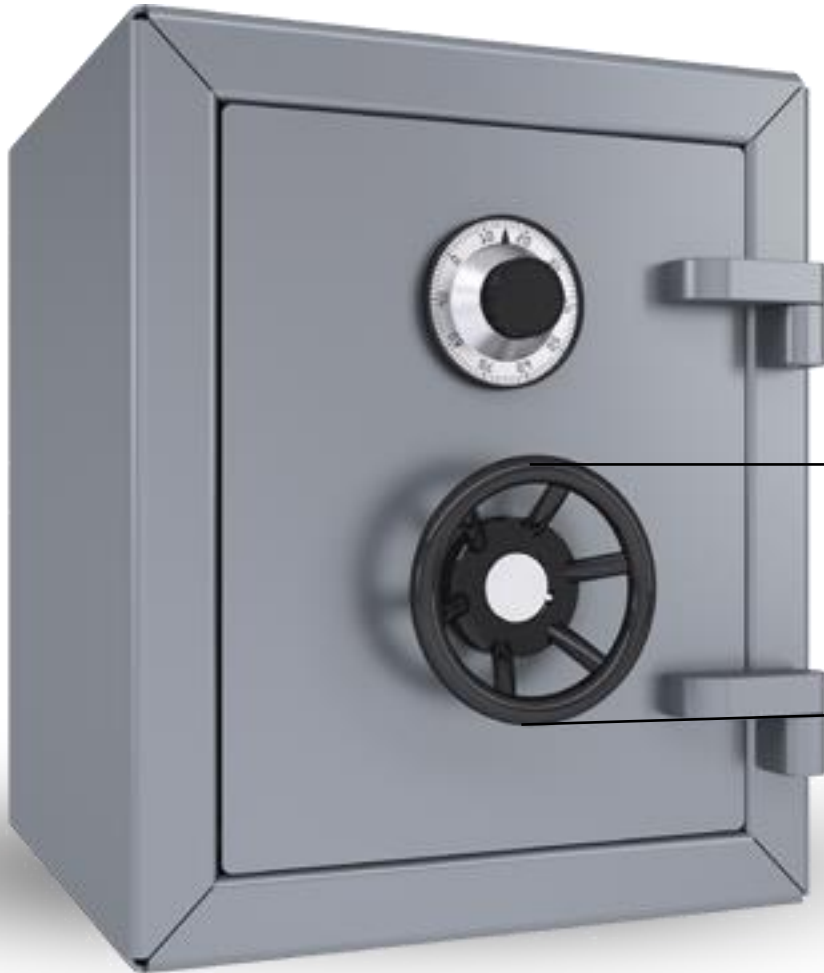
How Do You Give Effective Feedback? **forward**



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Unlock the “S-A-I-F”—Four Steps for a Fruitful Conversation

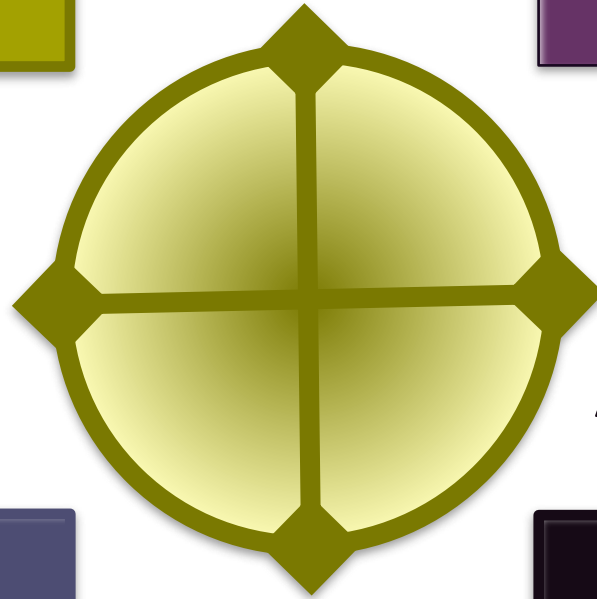


Should the behavior continue or be changed in the future? Why should it be changed? How can it be changed?

S
Situation

Describe the situation or provide some background-attach to a time, place, or circumstance to put the occurrence in context. Ask permission.

F
Future



A
Action/Behavior

Given the action, what was the impact on the science? Alternatively, what was the impact on you? Describe your feelings or thoughts.

I
Impact

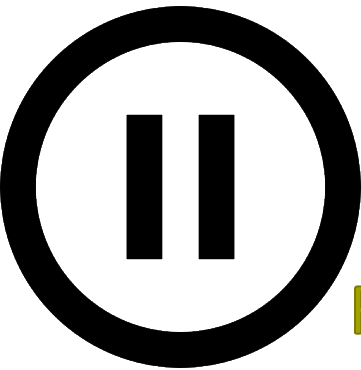
Given the situational context, what is the observable action or behavior? Be as specific as you can.



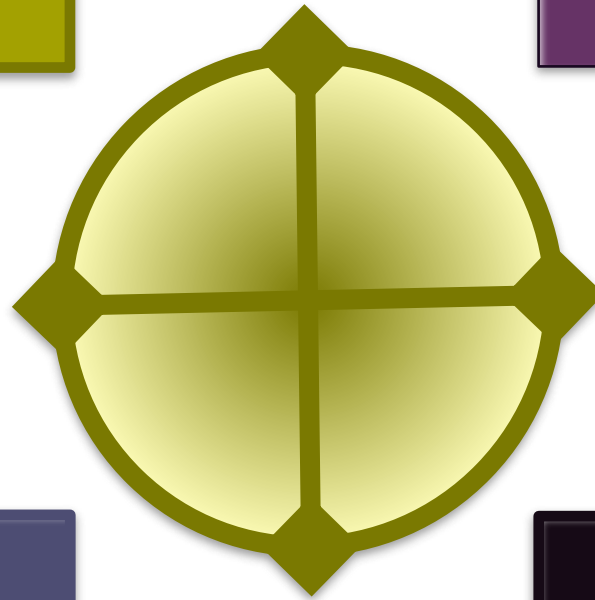
In the future, could you please remember to clean the FPLC so we can keep it working properly? Would you consider adding a line in your experimental protocol that includes washing the columns? I know you will ace....

S
Situation

May I offer a few suggestions regarding your experiments? During the most recent protein prep you made last week using the FPLC,



F
Future



A
Action/Behavior

This caused some of the columns to clog and burst, delaying my experiments and costing the lab money to replace them.

Impact

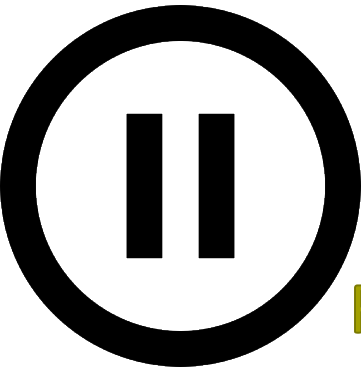
the columns were not cleaned afterwards and everything was left in high salt. (*notice the intentional 'passive' voice*)



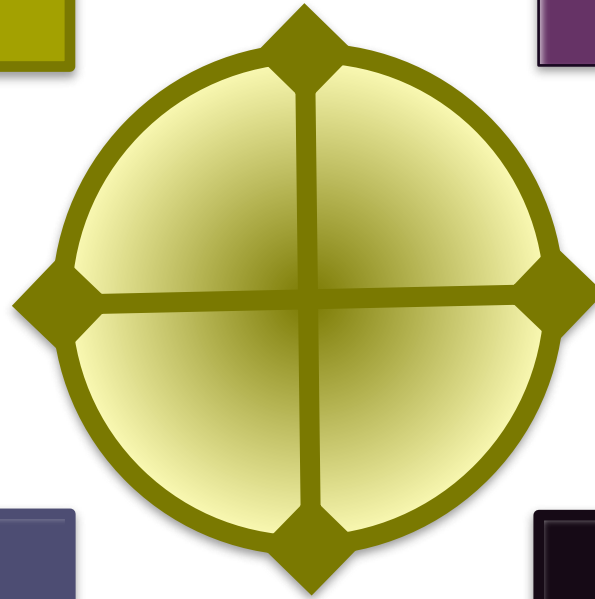
Have you considered preparing the data in powerpoint ahead of time? Perhaps you could try this and email it in advance. I think you now have a better idea of what is expected, and I have faith that you will find time at least a day in advance to...

S
Situation

May I offer some thoughts and feedback about our meeting yesterday? I have a concern about our data meeting with Dr. Amazing Scientist.



F
Future



A
Action/Behavior

I felt worried that Dr. Amazing would lose confidence in the quality of the data. She ran out of time to meet, so we did not get the critical input we needed from her.

Impact



I noticed that you had a hard time finding your data. It was not organized in the notebook and it was not labeled clearly.

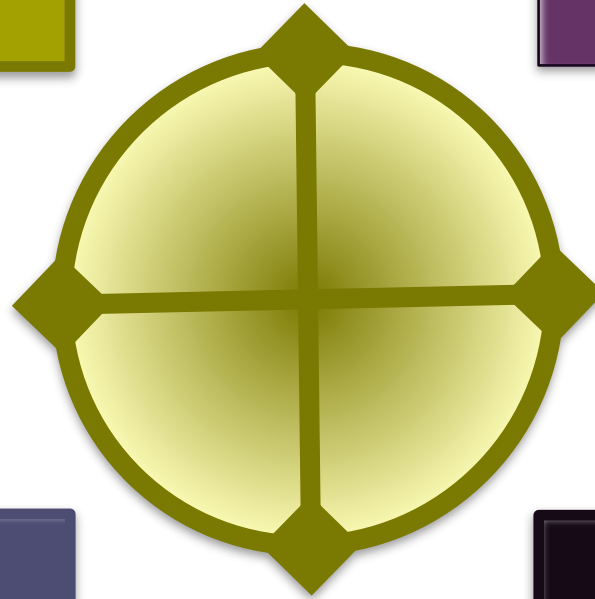


Your ability to communicate well and critically analyze data will be very beneficial for you in graduate school and beyond; this skill is highly sought after across many fields. Keep up the good work, and in the future you could provide pointers to others about...

S
Situation

Yesterday, when you presented your research for the first time,

F
Future



A
Action/Behavior

This makes me think that you understand the material well, and I feel proud of you for doing such an excellent job.

I
Impact

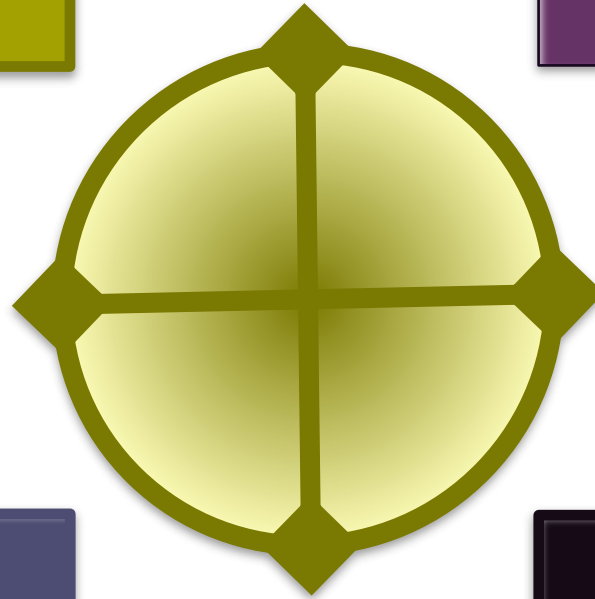
You explained your results in a clear, articulate manner, and I was impressed by the quality of your graphics and your stage presence.

Should the behavior continue or be changed in the future? Why should it be changed? How can it be changed?

S
Situation

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F
Future



A
Action/Behavior

Given the action, what was the impact on the science?
Alternatively, what was the impact on you?
Describe your feelings or thoughts.

Impact

I

Given the situational context, what is the observable action or behavior? Be as specific as you can.

Remember....



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seeing with the eyes of another,
listening with the ears of another,
and feeling with the heart of another.





Thanks to the NIH Office of
Intramural Training & Education!