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

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How Do You Feel About Feedback?

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

65% of employees said they wanted more feedback.

14.9% lower turnover if implement regular feedback
78% said being recognized motivates them in their job

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.
How Do You Give Effective Feedback?
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Unlock the “S-A-I-F”—Four Steps for a Fruitful Conversation
Situation

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

Action/Behavior

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

Impact

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

Future

Should the behavior continue or be changed in the future? Why should it be changed? How can it be changed?
May I offer a few suggestions regarding your experiments? During the most recent protein prep you made last week using the FPLC, the columns were not cleaned afterwards and everything was left in high salt. (notice the intentional ‘passive’ voice)

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

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

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. 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.

Future: 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...

Action/Behavior: I noticed that you had a hard time finding your data. It was not organized in the notebook and it was not labeled clearly. 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.
Yesterday, when you presented your research for the first time,

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

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...

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

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

**Empathy is...**
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!