

Southern Oregon University

ASSESSING YOUR CURRENT FEEDBACK SKILLS

How Well Do I Give Feedback?

For each statement, check the appropriate column to indicate how consistently you use the described behavior in your job.

	Rarely	Sometimes	Often
I give feedback in a private place in a timely manner.			
I give feedback when my emotions are in control and I am calm.			
The feedback I give is specific and detailed, and related to the behavior or work performance.			
I explain the impact the employee's actions are having on the team or organization.			
I give the other person a chance to respond and I listen carefully.			
I check the other person's understanding of the behavior or performance expectations.			
I thank the other person for the discussion and give encouragement for desired behavior.			
The employee and I develop an action plan for meeting behavioral or performance goals.			
When the conversation wanders from the topic, I bring the discussion back on track.			
I try to understand the other person's point of view and am sensitive to his/her preferred communication style.			

Adapted from The Art of Giving and Receiving Feedback, Shirley Poertner, AMI Publishing

How Well Do I Receive Feedback?

For each statement, check the appropriate column to indicate how consistently you use the described behavior in your job.

	Rarely	Sometimes	Often
I use my best listening skills when I receive feedback.			
I try to listen to the information given and not react emotionally.			
I try to see the giver's perspective.			
I am willing to acknowledge there may be concerns about my performance or behavior at work, and I am willing to learn from the discussion.			
I seek to turn every feedback session into a useful encounter.			
I am responsible for resolving my performance and behavior problems.			
I accept responsibility for searching for solutions to performance and behavioral problems.			
I am committed to listening and learning in all feedback sessions.			

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SCORING

If you scored most of the questions with "often," your skills for giving useful feedback and receiving feedback effectively are well developed.

If you answered many questions with "rarely" or "sometimes," your feedback skills may need further development.