Video transcription

Giving feedback effectively

Giving and receiving feedback is a fundamental part of work. It helps us learn, improve, and grow in what we do. However, it's not always easy. Sometimes it can feel uncomfortable or be misunderstood. That's why today we're going to talk about how to give and receive feedback professionally and respectfully.

Giving Feedback

Giving feedback is key to helping others improve and maintaining a productive work environment. However, it's not just about pointing out mistakes or giving praise; how you deliver feedback can make the difference between motivating or discouraging someone. Here's how to do it effectively and why each step matters.

Be specific
Saying "Good job" or "That's wrong" is not enough. For feedback to be useful, it must include clear details. For example, instead of "Good job," you can say, "You did a great job organizing the products quickly; that really helps the team." This makes it clear what you value and allows the person to repeat that good performance in the future. If something needs improvement, such as "I noticed that the labels weren't placed correctly," explaining it clearly helps identify the issue and work on a solution together. This avoids confusion and ensures the message is understood.

Use a kind and respectful tone
The tone of voice you use can influence how the other person receives your message. Speaking calmly and positively increases the likelihood that the person will listen and feel motivated to improve. For example, saying, "I think we could improve this aspect to make it easier for everyone" sounds much more collaborative than a harsh tone like, "This is wrong, fix it." A respectful tone builds trust and avoids unnecessary tension.

Give feedback in private
It's essential to give feedback—especially negative feedback—in a private space. Saying something in front of others can make the person feel embarrassed or attacked, which may lead them to respond defensively. Speaking in private shows respect for the person and demonstrates that your intention is to help, not to humiliate. This fosters a more open and honest conversation.

Offer solutions or support

Feedback isn't just about pointing out problems; it's also about suggesting ways to improve. For example, "If you'd like, I can show you how to do it faster." This not only helps the person improve but also reinforces the idea that you're willing to collaborate. Offering solutions turns feedback into a constructive tool rather than mere criticism.

Acknowledge achievements

Not everything should focus on what's wrong. Recognizing what the person does well is just as important. For example, "Thank you for finishing so quickly. This helps us close on time." Acknowledging achievements reinforces positive behavior and motivates the person to keep striving. Additionally, it creates a more positive work environment and strengthens relationships between coworkers.

Giving effective feedback isn't just a skill; it's an opportunity to build trust and improve the performance of those around you. When you take the time to be specific, kind, respectful, and collaborative, you contribute to a work environment where everyone can learn and grow.