

# Lecture 24, Nov 5, 2021

## Feedback Stages

1. Framing feedback – start to understand the purpose
  - AID model to structure feedback:
    1. Action: What did they do? Not your judgement or thoughts, but specific examples of the behaviour.
    2. Impact: How did this impact the team or yourself?
    3. Development/Desired outcome: What do you want them to do to improve their actions?
2. Delivering feedback for review
3. Receiving feedback
4. Acting on feedback to improve performance

## Giving Useful Negative Feedback

- Critique, unlike criticism, needs to be reasoned, systematic, and consist of argument and discussion
- Focus on growth