

## Giving Constructive Feedback

Key Action	Tips	Examples
1. <b>Convey your positive Intent.</b>	<ul style="list-style-type: none"> <li>Mentally prepare to give feedback</li> <li>Choose a time when the other person is likely to be receptive to what you have to say.</li> <li>Briefly state what you'd like to cover.</li> <li>Point to a common goal.</li> <li>Avoid placing blame.</li> </ul>	<ol style="list-style-type: none"> <li><i>I have some thoughts about how to make our tutoring sessions more effective. I'd like to see if we can figure out some ways to make the most of our tutoring sessions.</i></li> <li><i>Eric, could we discuss how to make these tutoring sessions more effective? I'm concerned that if our tutoring sessions continue as they have that we won't meet the goals we've set for this course.</i></li> <li><i>I'd like to talk about the way our tutoring sessions are going.</i></li> <li><i>We both want to use our time efficiently.</i></li> </ol>
2. <b>Describe specifically what you have observed.</b>	<ul style="list-style-type: none"> <li>Be brief and to the point.</li> <li>Focus on behaviors and actions, not on the person.</li> <li>Limit your feedback to one issue at a time.</li> <li>Avoid using you as much as possible.</li> </ul>	<ol style="list-style-type: none"> <li><i>We spend too much time socializing in our tutoring appointments.</i></li> <li><i>The socializing has been using up a good portion of our tutoring session.</i></li> <li><i>During our last meeting, we spent all our time doing the reading, something that we agreed would be done in advance.</i></li> </ol>
3. <b>State the impact of the behavior or action.</b>	<ul style="list-style-type: none"> <li>Link the behavior or action to important goals like academic success, etc.</li> <li>If appropriate, state the impact on you and others.</li> <li>State only one or two of the most significant consequences.</li> <li>Maintain an objective tone.</li> </ul>	<ol style="list-style-type: none"> <li><i>We want to address the questions that you have on the upcoming test, but if we spend all our time doing the reading then we won't be able to actually address the questions.</i></li> <li><i>Because of missed tutoring appointments, I am prohibited by the Tutoring Center from tutoring you in a one-on-one setting.</i></li> <li><i>If another appointment is missed, all one-on-one tutoring privileges will be withheld.</i></li> </ol>
4. <b>Ask the other person to respond</b>	<ul style="list-style-type: none"> <li>Pause to encourage the other person to speak.</li> <li>Ask open-ended questions.</li> <li>Listen objectively to what the other person has to say.</li> <li>Summarize the other person's key points to show your interest and confirm your understanding.</li> </ul>	<ol style="list-style-type: none"> <li><i>How do you view being tutored?</i></li> <li><i>Tell me what are your thoughts?</i></li> <li><i>How do you see things?</i></li> <li><i>So your Biology teacher gives you three chapters to read for each class and that is why the reading is never completed.</i></li> </ol>
5. <b>Focus the discussion on solutions.</b>	<ul style="list-style-type: none"> <li>Ask directly for changes, or help you want.</li> <li>If you are making suggestions, avoid coming across as an expert.</li> <li>Be willing to change your own behavior to contribute to a solution.</li> <li>Manage your own expectations about what it will take for a solution to work.</li> </ul>	<ol style="list-style-type: none"> <li><i>What will work for you?</i></li> <li><i>What ideas do you have?</i></li> <li><i>What could we try?</i></li> <li><i>We could move this along more quickly if you...</i></li> <li><i>Next time, will you...</i></li> <li><i>A win for both of us, here, would be...</i></li> <li><i>What can I do differently?</i></li> </ol>