

# GET THE JOB

## Mastering Workplace Feedback

### How to Receive and Give Feedback Constructively at the Office

Feedback is a critical part of professional growth, yet it's often surrounded by anxiety and misunderstanding.

Knowing how to receive and provide feedback constructively can strengthen workplace relationships, improve performance and create a more collaborative environment. Here's how to master this essential skill.

#### RECEIVING FEEDBACK WITH GRACE

Receiving feedback, especially constructive criticism, can be challenging.

Start by listening attentively and resisting the urge to react defensively. Focus on understanding the message rather than formulating a response immediately.

Asking clarifying questions shows you're open to improvement and value the input.

It's also important to separate feedback from personal criticism.

Even when it's tough to hear, feedback is often an opportunity to grow and refine your skills. After the conversation, take time to reflect on the feedback and identify actionable steps to address the points raised.



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#### CONSTRUCTIVE FEEDBACK

When giving feedback, aim to be clear, specific and focused on behaviors rather than personal traits. For example, instead of saying, "You're not good at presentations," try, "I noticed the presentation lacked structure, which made it harder to follow. Perhaps we could organize it differently next time."

Using a balanced approach, such as the "feedback sand-

wich" (positive observation, area for improvement, another positive), can help make the message more palatable. Be mindful of your tone and body language to ensure your feedback is perceived as supportive, not critical.

Timing is also key. Provide feedback as soon as possible after an event while it's still fresh in everyone's mind. Waiting too long can make the conversation less impactful or relevant.

#### CREATING A FEEDBACK-FRIENDLY CULTURE

Encouraging open dialogue about feedback fosters a culture of trust and collaboration. Invite colleagues to share their perspectives on your work and express appreciation when they do. Leading by example shows that feedback is a shared responsibility and not something to be feared.

Regular check-ins with team members can also make feed-

back a normal part of workplace interactions rather than a rare or high-stakes event. This approach helps everyone feel more comfortable giving and receiving input.

By mastering the art of feedback, you can contribute to a healthier, more effective workplace.

It isn't just about addressing weaknesses. It's a tool for building stronger teams, improving communication and achieving shared goals.