

# CULTURE OF FEEDBACK



**IMPORTANT REMINDER:  
CULTURE OF FEEDBACK ISN'T A  
TOP DOWN APPROACH - IT  
MUST BE EXECUTED AT ALL  
LEVELS TO BE INTENTIONAL,  
PRODUCTIVE AND EFFECTIVE.**

To read more about a culture of feedback click:  
[Feedback Culture: What It Is and How to Build  
Always be prepared: 6 key questions to ask before  
giving feedback](#)

## WHAT IS A CULTURE OF FEEDBACK

Is an environment where individuals feel free, safe, and encouraged to share and receive feedback; while also empowered to communicate their perspectives and evaluations of situations without fear of retribution.



## TIPS FOR BUILDING A CULTURE OF FEEDBACK!

- Value the employee voice
- Respond to feedback
- Establish a culture of trust and psychological safety
- Create formal feedback training
- Establish core processes and expectations
- Use multiple feedback channels
- Ensure respect is a priority

## GIVING CANDID FEEDBACK

- Be specific and actionable
- Focus on behavior, not the person
- Provide feedback in a timely manner
- Use "I" statements
- Listen Actively



## RECEIVING CANDID FEEDBACK

- Be open to feedback
- Create a safe and supportive environment
- Ask for specific feedback
- Listen actively
- Thank the person for their feedback

## 6 Essential Questions to Ask Before Giving Feedback

- 1- What do I hope to achieve by giving this piece of feedback?
- 2- What are the facts I've observed which I would like to feed back on?
- 3- What's the impact of the behavior I observed?

- 4- Which on of my needs isn't being met by the behavior I observed?
- 5- Am I open to hearing their side of the story and receive feedback myself?
- 6- What's going on in the other person's life?