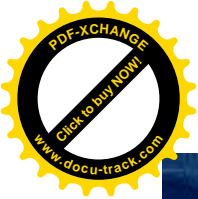




# GIVING AND RECEIVING FEEDBACK

*Develop the ability to give, get, and use feedback*

MUSTHOFA HADI, SE  
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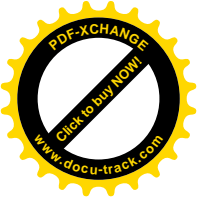
# Feedback

*Feedback* is the term we use to describe any response, critique, criticism, or comment about the way and things that we communicate.



# 4 ASPECT OF THE FEEDBACK PROCESS

- @ Giving feedback
- @ Soliciting feedback
- @ Receiving feedback
- @ Evaluate yourself with  
the Credibility Checklist



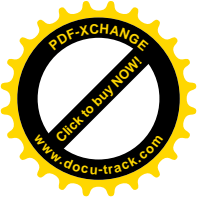
# Give Constructive Feedback

- **Describe something positive.**  
*(“ Your letter made a lot of good points...”)*
- **Express constructive criticism in term of “I”**  
*(I had difficulty understanding your information about...”)*
- **Give a specific example**  
*(For example, I couldn’t see the connection between your description of the market and your solution...”)*
- **Offer an option for a solution**  
*(“Perhaps if you could show me that information on a chart...”)*
- **Close with another positive statement**  
*(“Your writing style is good, so I’m certain you can...”)*



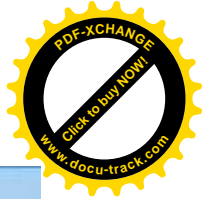
# Guidelines for Soliciting Feedback

- Identify individuals – people you trust – who can provide you with the feedback you need.
- Ask them *in advance* to evaluate your presentation or document.
- Specify areas where you need them to pay close attention.



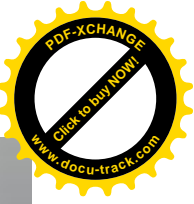
# Positive Attitude to Receiving Feedback

- **Develop feedback receptive attitude –**  
*be open to, and appreciative of.*
- **Listen carefully for comments and display non verbal**  
**CUES -** *to indicate that you are listening,- take note if appropriate.*
- **Ask for specific information and examples.**
- **Notice non verbal message from your audience.**
- **Correct in the direction of the evaluation.**
- **Accept responsibility for any needs and changes.**
- **Recognize that whatever your audience perceives, -**  
*show appreciation for their point of view.*



# Evaluate Yourself with the Credibility Checklist

- **GOODWILL** – *is your audience's perception of what you think of them.*
- **EXPERTISE** – *is your audience's perception of your education, knowledge, and experience.*
- **POWER** – *is your audience's perception of what other people think about you; your status, prestige, and authority.*
- **CONFIDENCE** – *is your audience's perception of the way you present yourself and your message. If your audience perceives you as confident, you will be more persuasive.*



**THANK YOU**

