6. TIP SHEET 4: PROVIDING FEEDBACK

EXAMPLES OF EACH OF THE GUIDELINES

1. **Focus on specific behaviours that can be changed**

   ### Positive feedback

   ✅ "The financial spreadsheets look really organised. By separating the different outgoing finances into separate columns, it was clear to me where our money is being spent. It would be even better if you organised the spending categories in alphabetical order as well."

   ❌ "Good job on the finance spreadsheets!"

   ### Negative feedback

   ✅ "I noticed that some corners were being cut at this point in the exercise. Make sure that when we do x, we are following procedure xyz"

   ❌ "The whole exercise was really messy. You need to make sure you're doing things the right way"

2. **Keep feedback impersonal**

   ✅ "This is not exactly how we do this. You just need to practice it a bit more. Here is how you did it (demonstrate how they did it), but here is a better way to do it (demonstrate using the correct method)."

   ❌ "You're not really good at this, are you?"

3. **Focus on what to improve and how to improve it**

   ✅ "I noticed that x took us 30 minutes to complete when it should only be taking 15 minutes. It seems that y was slowing us down. Next time, let's put these changes into place to make sure we do x faster."

   ❌ "Your work on this was really sloppy. It needs to be better."

   "You did it all wrong, do it again."

4. Turn feedback into a conversation

✅ "I noticed that you did x differently. Could you explain to me why you chose that particular way of doing it?"

❌ "You did x the wrong way. You should have done it this way"

5. Don't discipline an individual in front of others

✅ Take the individual aside (into an office or away from the rest of the volunteering group). When you do, be sure to speak quietly so that other volunteers don't hear the feedback.

❌ Criticise them in front of a group of volunteers.

6. Talk about the specific impact of their behaviours

Positive feedback

✅ "When you do x, it really helps the team be more collaborative, thank you!"

"When you did y, I felt supported."

❌ "What you did was really helpful."

"I felt good when you did z."

Negative feedback

✅ "When you do x, it really affects the team's morale, so maybe try doing y next time instead."

"When you did y, I felt unsupported."

❌ "What you did was really unhelpful."

"I felt bad when you did z."

7. Feedback should be timely

✅
- At training, give feedback immediately after an exercise
- After an incident, use the debrief or discuss it at the next training night

❌
- Weeks after the exercise or incident
- Negative feedback immediately after a job when everyone is exhausted