ELICITING FEEDBACK WITHIN THE CONTEXT OF A RELATIONSHIP

D. E. Kern / K. A. Cole

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	BEFORE	DURING INTERACTION	AFTER
INTRAPERSONAL	• sense of self - separate performance from self-worth; reframe openness and view eliciting feedback on failures as well as successes as a personal strength necessary for continued personal and professional growth • be aware of personal history, characteristics, and sensitivities that are barriers to receipt of feedback • identify personal needs and goals • self-assess own performance	• listen • recognize and manage emotions	• reflect – content – context – affective response • sense of self - separate performance from self-worth • plan to respond, or decide not to
INTERPERSONAL	• assess and/or build relationship – trust – openness – safety – cooperation • determine whether and to what degree other can provide useful feedback, and through what filter • communicate your needs and goals • prepare other to expect elicitation of feedback	• ask • listen • clarify and deepen • help provider provide useful feedback in terms of being specific, using descriptive non-judgmental vs. judgmental language, and distinguishing subjective feelings from objective data • avoid defensive behavior, argument, contention, which will cut off the flow of feedback • ask for feedback on desired as well as undesired behaviors • problem-solve, solicit suggestions	• validate feedback by using others or other information sources

INTRAPERSONAL ↔ INTERPERSONAL

BEFORE ⇒ DURING

⇑ ⇓

AFTER