



## GIVING AND RECEIVING FEEDBACK

### *Principles of good feedback*

The CORBS model outlines the principles for constructing meaningful feedback.

<b>Clear</b>	Be clear about what feedback you want to give. Being vague or faltering will increase anxiety in the receiver and may not be understood.
<b>Owned</b>	Feedback is your own perception and not an ultimate truth. It says as much about you as it does about the receiver. It helps the receiver if this ownership is stated in the feedback, e.g., “I’m unsettled by your direct manner...” rather than “You’re too pushy...”
<b>Regular</b>	Feedback given regularly is more useful than grievances that are saved up and delivered as one large package. Give feedback as soon after the event as possible, and early enough for the person to do something about it (i.e., not at the end of the course).
<b>Balanced</b>	Balance negative and positive feedback. This doesn’t mean that each piece of negative feedback must be accompanied by something positive (or vice versa); rather, aim for balance over time.
<b>Specific</b>	Generalized feedback is not enlightening. Phrases such as “You’re so unprofessional” lead to hurt feelings and resentment. A specific and owned statement such as “I feel upset when you don’t tell me you’re going to be late” gives the receiver information that they can choose to either use or ignore.

### *Feedback models*

Using a structured model for giving feedback helps focus the conversation on future improvement. There are many different feedback models or structures to use, and there’s no hard and fast rule about when to use each one. We have included a few here.

#### *Plus Delta*

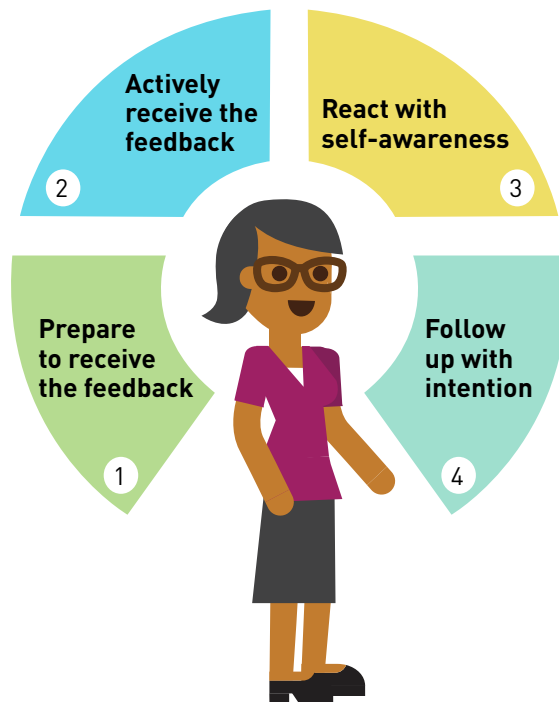
Plus Delta is a simple feedback model that asks what went well (“ <b>Plus</b> ”) and what could be changed or improved (“ <b>Delta</b> ”).	<i>“Our team had a good plan for discussing this scenario, and we developed a realistic care plan for the patient [<b>Plus</b>]. Next time, we should assign a time limit to each agenda item to help us finish the activity in the time allotted [<b>Delta</b>].”</i>
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## DESC

DESC is a scaffold or template for structuring feedback. It's a good starting place for people who are uncomfortable giving feedback.

<b>Describe the situation</b>	<i>"I notice that we've been interrupting and talking over each other today..."</i>
<b>Express your concern</b>	<i>I'm concerned that we aren't listening to each other...</i>
<b>Specify the desired outcome</b>	<i>I'd like us to hear and consider each other's ideas...</i>
<b>Consequences / impact</b>	<i>So we can be sure to make the best decisions today."</i>

## Receiving feedback



Parts of this section were adapted from: Hawkins, P., Shohet, R., Ryde, J., & Wilmot, J. (2012). *Supervision in the helping professions*. Maidenhead, England: Open University Press (p. 159-161). And: Bayne, R., & Jinks, G. (2010). *How to survive counsellor training: An A-Z guide*. New York: Palgrave Macmillan (p. 64-67).

