



## GUIDELINES FOR OPTIMAL FEEDBACK

### Presenter

- Review the Three W's quickly and succinctly.
- Answer each person's question in a clear and concise manner.
- Listen to the feedback from each presenter *without comment*.
- Be open-minded and avoid getting defensive.
- Make note of your thoughts and any comments you want to make about the feedback.
- Respond to and discuss only after everyone has offered their feedback.
- Summarize the ideas you heard that have the most impact.
- Recap the action you will be taking as a result of the feedback.

### Responder

- Listen carefully and review the Three W's.
- Ask questions for additional information needed to provide feedback.
- Carefully consider the information and write down your initial reaction and ALL ideas for response.

### **Breakdown the issue:**

*Is it the right goal? Is the presenter focusing on the real issue? Has the presenter identified resources and limitations? Is there an area that needs additional research? Anything missing?*

**Options** - *Are these the only ones? Go outside the box.*

**Recommendations** - *What should the presenter do first? How much of a priority do you think the presenter should place on resolving the issue? What follow-up information will you need in subsequent meetings?*

### **Other considerations:**

*Financial impact of the issue.*

*Potential long-term effects - both positive and negative.*

*Does this issue affect the product, employees and customers?*

*Is there an emotional side of this issue for the presenter?*

- Share your comments briefly and feel free to share common experiences.
- Share ALL feedback, even if you are duplicating another presenter and even if there are obvious shortcomings to it. Others may see a way to make it work.
- Listen to the presenters before you and build on their ideas.
- Share all additional ideas during the discussion phase.