



Rob Parker

Nancy and Bob Selander Associate
Director and Coaching Program
Manager

CornellEngineering
Leadership Program



Giving and Receiving Feedback

Receiving Feedback



Receiving Feedback

Acknowledge your emotions
before you react.

Make sure you understand.

Assume good intentions / partnership

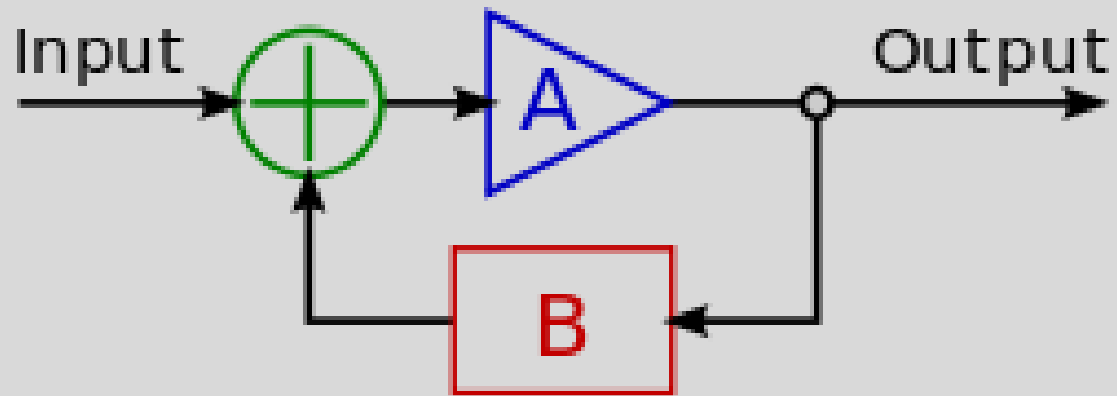
Thank them

Follow up

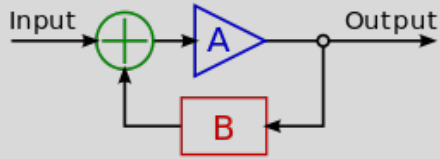
Giving Feedback



Giving Feedback



Giving Feedback



S

B

I

Specific – When and where?

Behavior – What did you see/experience?

Impact – What effect did it have on you?



Situation
Behavior
Impact



Characteristics of Good Feedback



Timely

Constructive

Under control

Specific