

Triad Method

The recipient who has agreed to accept constructive feedback must be willing to try new approaches to a problem. The following are essential to correcting an error:

1. The advisor and the recipient will create a list of different possible solutions, a cumulative list, and all suggested solutions are to be placed on the list.
2. After a list is created, the person who made the suggestion will explain which suggestions they feel will work the best and why. It is essential that the recipient does not speak or interrupt the advisor at all during this time, nor can they ever say, "I've tried that and it did not work, or that won't work for me.". The recipient must be open-minded at all time.
3. Now the recipient must choose three of the suggestions that they promise to try the next time they are presenting or in the situation which they needed constructive feedback on.
4. Next, the recipient will report back in about a week, updating their advisor. If the advice worked for them, and the problem is solved, then you both can move on. However, if those suggestions did not work, then the recipient will choose three more suggestions, from the list until the problem is resolved.
5. Finally, the most important tool in solving an error is that these discussions stay confidential unless the recipient agrees otherwise.

To keep in mind...

Feedback does not assume that the person giving the advice is right and the person receiving it is wrong.

Feedback is communicating to a member of a group on how their behavior has affected other people.

Following up your feedback encourages people to improve personal performance.

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Constructive Feedback



Do you need tips in giving and receiving feedback?

Here's a good place to start.

student *life* 

Valuable Improvement Tools

Understand that constructive feedback can be useful to your organization and to you personally. Often leaders need help to recognize and deal with their errors or failures. The following steps will assist you in making the most of this valuable improvement tool.

Attempt to:

1. Listen.
2. Paraphrase the feedback to make sure you understand.
3. Develop a plan, think of this as a chance to learn and grow.

Resist:

1. Interrupting.
2. Making excuses.
3. Blaming someone else and counterattacking.
4. Denying that you are doing it.
5. Leaving the discussion.

The Oreo Effect

- First, give positive constructive feedback, starting with an example, of what they did correctly.
- Next, give constructive feedback with an example of what they can improve, and how they can do this with another example.
- Finally, give more positive constructive feedback with an example, of what they did correctly.



Own your own feelings

Use "I" rather than placing the blame on the other person by using "You."

Example: "I would have changed the way I discussed the main points if I were doing the presentation."

Instead Of: "You should have said that differently."

Consequences of not giving feedback

- Lack of feedback often creates distance between people or groups that know there is an issue.
- Resentment may build. Accumulated resentment comes out much more intensely and destructively when not discussed. Feelings which are not dealt with are often displaced.

*"We have an innate desire to endlessly learn, grow, and develop. We want to become more than what we already are. Once we yield to this inclination for continuous and never-ending improvement, we lead a life of endless accomplishments and satisfaction."
- Chuck Gallozzi*