

Feedback

«Occupational Health Management and Presenteeism among Swiss employees»

Feedback is a process of two-way feedback and, in communication, it is a way of talking to others about how I see them or learning how others see me.

WWW-Rules



1. Describe perception	2. Explain effect	3. Formulate wish
What did I notice? What did I experience? What exactly happened? Examples, facts, observable things, concrete situation.	How did that make me feel? What impression does it make on me? I-messages, sensations, interpretations.	What would I like to see instead in the future? Constructive proposal.

Feedback-Rules

Person giving feedback

- Formulate in first person, with examples
- Name positive and negative aspects.
- Be constructive.
- Do not compare with other people.
- Provide information in a timely manner.
- Refer to changeable behaviour.
- Consider the emotional situation.
- Offer recommendations for improvement.
- Not include too many aspects.
- Do not be hurtful.
- Asking for understanding.

Feedback receiving person

- Let the other person finish - listen.
- Do not justify or defend yourself.
- Understand feedback - ask for it.
- Be grateful for the feedback.
- Take away what helps you.
- Take note of feedback, reflect on it and address it again at a later time.
- Accept and enjoy positive feedback.
- Say thank you.

