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**TEN STEPS FOR GIVING FEEDBACK**

1 Describe what you see or observe instead of making an evaluation or giving your judgment.

2. Be specific instead of general. Specifics are helpful. Avoid terms like “always” or “never.”

3. Feedback should provide information about that which could be controlled and changed, otherwise it only adds to frustration.

4. Timing is important; always consider it, but do not use it as an excuse for avoiding issues.

5. Ask the person to give you feedback about what you said. Encourage them to *summarize* and *verify* what they heard you say. Assumptions cause problems that lead to hurt feelings.

6. Check out the validity of your feedback with others. Don’t assume you are always right.

7. Encourage feedback, but do not pressure others or impose yourself on them if it is not wanted.

8. Do not overwhelm others. Offer your feedback in very small chunks. Wait for them to respond.

9 Own your own feedback, and feelings by using “I” statements. After all, it is only your opinion.

10. Share your feedback with others in ways that make it easy for them to hear you. For example, “When you don’t help me with the paperwork and you promised you would, I feel upset because I don’t have the time to do the things that I want to do.”