

Basic rules for effective feedback

- 1 Describe what you see first, and only then what you think
- 2 Do not make any remarks on the (perceived) feelings or thoughts of others
- 3 Use 'I' instead of 'we'
- 4 Say what you like, not only what you do not like
- 5 Assume a positive listening attitude
- 6 Do not ask 'why' questions, but search for solutions
- 7 Focus on the present and the future
- 8 Make clear appointments

Source: RSM Erasmus University, tutor programme

Phrasing feedback

Type	Do's	Don'ts
Use the 'I' form	<i>'I would like you to listen first to what member B has to say.'</i>	<i>'You should first listen to what member B has to say.'</i>
Avoid 'must/should' form	<i>'I would like you to listen first to what member B has to say.'</i>	<i>'You must first listen to what member B has to say.'</i>
Avoid 'we' form	<i>'I would like you to listen first to what member B has to say.'</i>	<i>'We think you should listen to what member B has to say.'</i>