

How to Talk About Feedback

Name: _____

Date: _____

Below are examples of how to talk directly about feedback with your supervisee. These are examples of how to give rationales and descriptive statements during communication. There are many different ways to say things, depending on the purpose and the interaction partners. Read each of the statements below and think about how you would talk with your supervisee. Practice writing similar statements in your own words to help rehearse clear, kind, and constructive ways of communicating with your supervisee about the feedback process.

Describing Importance of Feedback

- “You know, the most powerful tool for shaping behavior is feedback. What I mean is that telling you, in detail, all of the things that you are doing well *and* all of the things we still need to work on gives us our best chance at making sure that you maintain your skills and acquire new ones.”
- “The research tells us that performance feedback is most impactful when it is delivered frequently and in detail. Given that it is critical to design supervision using evidence-based practices, that means that we will rely heavily on a rich feedback schedule.”
- “As a supervisee, it is your job to engage in a lot of responding, some of which will be spot on, and some won’t. That’s your job, to get some stuff right, and to make mistakes. Those mistakes provide us both with learning opportunities: you will have the chance to improve your specific performance, and I will have the chance to improve my ability to teach the specific skill.”
- “Remember that feedback is a 2-way street. Not only will I provide frequent, specific feedback to you, but I need you to do the same for me. I won’t increase my skills as supervisor if I don’t hear from you what is and what is not working.”

Write at least two statements describing the importance of feedback in your own words.

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Describing Commitment to Feedback

- “You have provided me really great information about your preferences related to receiving feedback. I will do my best to provide you feedback about (insert specifics here).”
- “Because feedback is so critical to both of our growth, let’s both make a commitment to creating a feedback-rich environment. What are some things that we can do to ensure we are upholding our commitment?”

Write at least two statements describing the importance of feedback in your own words.

How to Accept Feedback

- “Remember that feedback is bi-directional—how it is received is as important as how it is given. We have outlined some specifics around how feedback should be given, so now let’s pivot to talking about how it should be received.”
- “One thing that will be important to me is that you understand the feedback I have given to you and that you find it useful. What are some of the ways that you indicate understanding? What are some of the ways that you indicate that information is helpful or not helpful?”
- “Feedback is important for both of us. I will give you feedback on technical, ethical and professional issues as your supervisor. You will give me feedback on the supervision process, the degree to which you are supported, and about additional steps I can take to support you. I am excited that I will also have the opportunity to receive feedback from you. When you are providing me with feedback, I will likely take some notes and I may also ask you for some examples or ideas on how to respond to your feedback, okay?”

Write at least two statements describing the importance of feedback in your own words.