



Emotionally Intelligent Feedback

One important aspect of asking for, receiving, and giving feedback is ensuring that the feedback is emotionally intelligent. Emotionally intelligent feedback takes into consideration how both people might feel in giving and receiving feedback and the emotional impact of the feedback. Consider the tips below.

Feedback	Example
Focus on what kinds of feedback is wanted and helpful. It's okay to ask for the kind of feedback you want, or what kind of feedback would be most helpful to give.	<i>"I know you've been working on trying to say 'um' less when you talk. When you led the meeting today, I noticed..."</i>
Be timely with feedback. This works two ways. First, give feedback close to when something happens. Imagine hearing how you could have done better months later! Second, give critical feedback before something turns into a bigger issue. Don't wait until you're really frustrated to speak up.	<i>"I have something I want to share with you now to prevent both of us from becoming frustrated. I want to talk to you about..."</i>
Balance being clear with being kind. If you try too hard to avoid upsetting the other person, you might sugarcoat your message and they'll never know something's wrong. However, if you fail to be kind, the other person can be so upset that they can't process your message.	<i>"This might be challenging to hear, but it's important to me to be honest with you."</i>
Remember the value of positive feedback. Positive feedback shows that you care about and value the other person. If you only ever offer negative feedback, you may seem unappreciative or like you're cutting the other person down.	<i>"I want to shout out your contribution to this project when you..."</i>
Be specific. Overly general feedback can sound vague or even accusatory. Talk about the specific things that the person did that were positive or need improvement.	<i>"Yesterday, the ideas that you had were so helpful to our group because..."</i>
Ask for feedback on the feedback. In order to have a good cycle of productive feedback, it's helpful to check in to see if the person found what you said helpful, if they were confused, or if they need more information.	<i>"Was this feedback helpful to you? Do I need to be more clear about anything?"</i>