



Unit 240: Develop working relationships with colleagues

Feedback and support

Benefits of feedback

- supports professional development
- assists personal development
- promotes overall improvement of performance.

Positive and negative feedback

- give praise where due
- give constructive negative feedback.



Giving constructive feedback

- state the purpose
- positive before negative
- be specific
- explain the consequence
- allow them the chance to respond
- offer suggestions for ways forward
- offer support.

How to make feedback constructive

- **Description not judgement**

- Your communication skills are good. ✕
- You really got your point across clearly. ✓

- **Observation not implication**

- Do you always turn up late? ✕
- I saw you were 30 minutes late this morning. ✓

- **Behaviour not the person**

- You're so tactless! ✕
- Your comment about my work made me feel bad. ✓

Ways to support your colleagues

- communicate
- take an interest
- ask for advice
- offer your help
- build openness and trust
- acknowledge others' achievements.

Build a better team

- respect
- fairness
- courtesy
- treat your colleagues as you would like them to treat you.

