# FEEDBACK

**EFFECTIVELY GIVING AND RECEIVING FEEDBACK**

FLORIDA APCO
Leaders in Public Safety Communications

# FEEDBACK

Helpful information or criticism that is given to someone to say what can be done to improve performance. (Britannica.com)

Helpful response to someone's work or idea. (Vocabulary.com)

The transmission of evaluative or corrective information about an action, event, or process to the original or controlling source (Merriam-Webster.com)

FEEDBACK

Florida APCO Training Committee

# FEEDBACK

Feedback is useful information about past behavior, accompanied by recommendations or suggestions with the intent to direct future actions.

Simply telling what was done incorrectly is not helpful, telling is not teaching.

Feedback that is void of recommendations to guide future behavior is simply criticism and is usually viewed as negative.

**The ultimate purpose or goal of feedback is improvement NOT discipline.**

FEEDBACK

# FEEDBACK

Feedback is most effective when it is immediate or given in a timely manner.

Effective feedback must always include the following:

1. The scenario – what happened

2. The telecommunicator's actions - what was done

3. Corrective action - education or what must be done in the future

# FEEDBACK

Carefully select your words and objectively recall what happened whether the feedback is written or verbal. The scenario must be recounted as evidenced by audio recording and/or CAD narrative. Just the facts, no inferences or assumptions. There should be no mention of previous occurrences of similar nature. Be specific and only discuss the call/incident in question. Comparisons can be made later.

THE SCENARIO

FEEDBACK

# FEEDBACK

Focus on the performance/behavior not the person or their personality. Highlight what was done correctly as well as any noted deficiencies or infractions. The actions that were taken and the outcome or consequence of said actions must be the thoroughly explored. Consistency is key, discussion of an telecommunicator's performance must never sound like a reprimand. Remember the focus is improvement not discipline.

# FEEDBACK

Providing corrective actions and recommendations to guide future behavior is a vital part of providing effective feedback. These recommendations must be accompanied by supporting documents (policy- if applicable) and the reasoning  or justification for the recommendation. Role play if necessary.
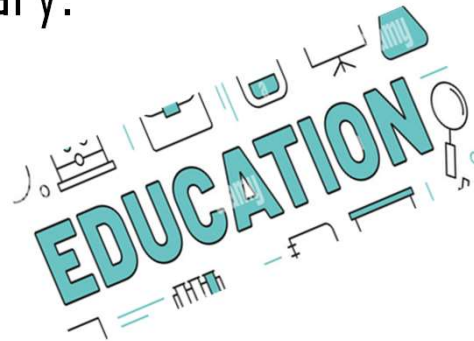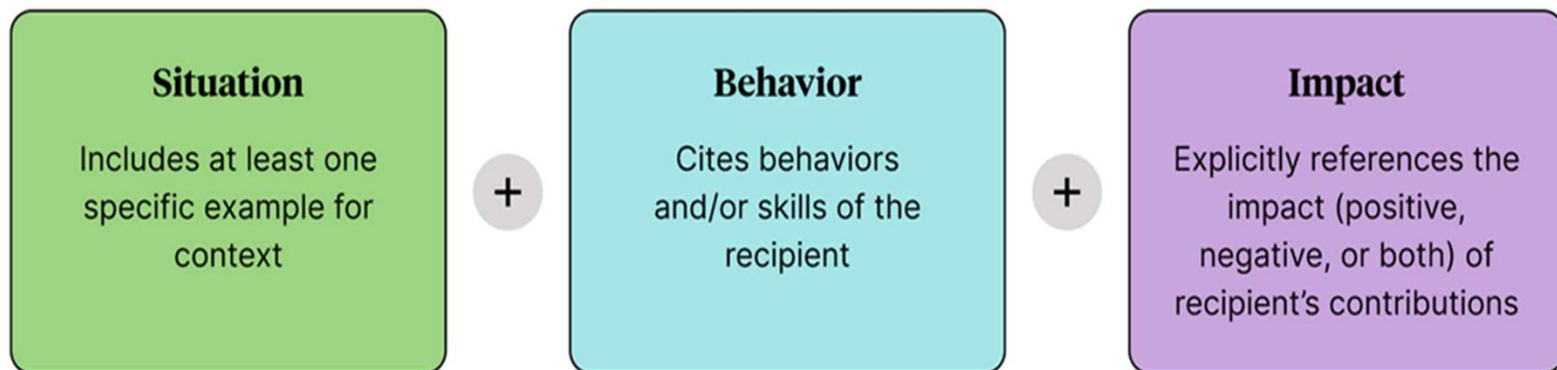
Education leads to performance improvement.

# FEEDBACK

## The *effective* feedback formula

| **Situation** | | **Behavior** | | **Impact** |
|---|---|---|---|---|
| Includes at least one specific example for context | + | Cites behaviors and/or skills of the recipient | + | Explicitly references the impact (positive, negative, or both) of recipient's contributions |

Give people feedback about their actions in a timely manner without fear of reprisal, and it gives them a healthy opportunity to work toward better behaviors.

Cord Himelstein - Forbes Magazine online

FEEDBACK

# FEEDBACK

## Accepting Feedback

o Never overreact or try to explain away what is perceived as negative feedback

o Show interest

o Accept and take accountability for your actions

o Ask clarifying questions

o Always focus on improvement (big picture)

o Put into practice what you learn. Apply the recommendation

FEEDBACK

# FEEDBACK

## Accepting Feedback

Don't take it personally

Ask questions

Listen and learn

Use it to your advantage

Be thankful

**FEEDBACK**

# THANK YOU

FL APCO TRAINING COMMITTEE