

# GIVING & RECEIVING FEEDBACK TOOLKIT

"Meaningful feedback is central to performance management. Feedback guides, motivates, and reinforces effective behaviours and reduces or stops ineffective behaviours."

Manuel London, Job Feedback (Psychology Press, 2010) p.1

If you require this document in an alternative format please contact [hrhelpline@ed.ac.uk](mailto:hrhelpline@ed.ac.uk)

## THE BASICS OF FEEDBACK

An infographic guide to giving effective feedback.  
(3 mins)



## CREATING A FEEDBACK CULTURE

A guide to introducing or expanding the use of feedback in your work area.  
(7 mins)



## YOUR FEEDBACK SKILLS

Take this self assessment to find out how effective your feedback skills currently are.  
(15 mins)



## GIVING & RECEIVING FEEDBACK

This online course covers the principles of how to give and receive high-quality feedback in any situation.  
(49 mins)



## GIVING FEEDBACK

The essentials of great feedback delivery, with examples of some useful models.  
(10 mins)



## RECEIVING FEEDBACK

This article will help you make the best use of feedback you receive.  
(6 mins)



## THE STORY OF SARAH

A short animated video about how Sarah learnt to control her reaction to critical feedback.  
(3 mins)



## HELPING OTHERS TO USE CONSTRUCTIVE FEEDBACK

The job isn't over once you've delivered your feedback; far from it. You still have an important role to play in helping your team make good use of the feedback they receive.  
(4 mins)

