



### Competencies that are addressed:

#### PRIMARY COMPETENCY CATEGORIES:

- **Communication—**

Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

- **Interpersonal Skills—**

Displays a consistent ability to build solid relationships of trust and respect inside and outside the organization.

- **External Awareness—**

Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.

#### RELATED COMPETENCY CATEGORIES:

- **Change Management—**

Proactively seeks opportunities to redirect self, others, and the organization to achieve desired results.

- **Adaptability—**

Open-minded. Demonstrates flexibility when faced with changes at work.

# Feedback: Supportive and Corrective

## SUMMARY

The ultimate objective of feedback is to provide people with supportive and corrective insights that relate to organizational and individual objectives. You can achieve this primarily by providing genuine and encouraging feedback. Your responses should be brief and you can aim them at the entire group and not just at the speaker.

## CONTEXT

Anytime a person speaks or acts, you have an opportunity to give positive feedback. Your response indicates that you are listening and that the person's contributions are important. Since adult learning is primarily facilitation driven, responding adds value in several ways: it moves the pace of the session along; it rewards idea sharing; it encourages risk taking; and it builds a positive participatory adult learning environment.

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### At the completion of this module, participants will be able to:

- Encourage others with a person-centered focus
- Use corrective feedback to encourage behavior change
- Help people build on their strengths

*"Begin with praise and honest appreciation."*  
—Dale Carnegie