

Giving objective feedback



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- Feedback
- Coaching

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Get it right. Do it better.

Giving objective feedback

Introduction

When you are coaching someone, it's important to give neutral, non-judgemental feedback.

Non-judgemental feedback is like holding a mirror up to someone so that they can see for themselves what they are doing, how they are doing it, and the effect their behaviour has on other people.

Instructions

Read the pieces of feedback below and in each case decide whether it is judgemental or non-judgemental feedback. Tick the 'J' box if it is judgemental and the 'NJ' box if it is non-judgemental.

Feedback		
1. You're really good with people.	J	NJ
2. Four people told me yours was the best presentation.	J	NJ
3. You seemed nervous at the beginning.	J	NJ
4. By waiting for everyone to arrive you started ten minutes late.	J	NJ
5. You made eye-contact with the people in the front but not at the back.	J	NJ
6. You're not sitting correctly at your desk.	J	NJ
7. You started the call by saying, 'Hi, is John there please?'	J	NJ
8. You handled that customer complaint brilliantly.	J	NJ
9. When you get stressed you don't listen properly.	J	NJ
10. Your hands were in your pockets 25% of the time.	J	NJ
11. You made nine errors in the last twenty transactions.	J	NJ
12. You're always late to meetings and don't prepare properly.	J	NJ
13. You're a very popular member of the team.	J	NJ
14. You seem uncomfortable and tense.	J	NJ
15. You're frowning and tapping your fingers on your desk.	J	NJ
16. You came tenth in the department in the product knowledge test.	J	NJ
17. You motivate others and generally keep everything on track.	J	NJ
18. You've achieved four of the five objectives we agreed last month.	J	NJ
19. Three in every four demonstrations you give result in a sale.	J	NJ
20. You work hard and give of your best.	J	NJ

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