GUIDELINES FOR PROVIDING FEEDBACK

Feedback is most helpful when it is both specific and positively stated. It is easier to stop doing something that is counterproductive when a more helpful behavior can be substituted, so positively stated feedback is useful feedback.

Steps for Use in Practice in Triads: Interviewer – Interview subject– Observer

1. Observer: Start by asking the interviewer to describe what s/he did well or what s/he felt was effective in use of exploring and focusing skills. For example, Mary, what skill did you use well that helped Bob tell his story?

2. Observer: Encourage the interviewer to be behaviorally specific! “That’s great that you think you engaged Bob well. What did you do that made a difference?”

3. Observer: Once the interviewer has had the opportunity to self-assess what s/he did well, ask the interview subject to provide behaviorally specific feedback on something the interviewer did well to encourage the subject to explore his/her topic. For example, Bob what did Mary do well that helped you talk about your personal topic?

4. Observer: Once the interview subject has presented strengths-based feedback, then present your feedback to the interviewer on what s/he did well.

5. Observer: After confirming what was effective, ask the interviewer what s/he would do differently to be even more effective.

Observer: Again encourage the interviewer as well as the subject to be behaviorally specific in the assessment of what s/he would do differently. For example, if you had the opportunity to do this interview again, what is one skill you would use to help Bob tell his story?