



PEER TO PEER GUIDING PRINCIPLES

Give & Receive Feedback

FEEDBACK DRIVES LEARNING & PERFORMANCE



Timely, clear, and actionable feedback is one of the most powerful tools for individual and team performance (Hattie & Timperley, 2007).

FEEDBACK BUILDS RELATIONAL TRUST



Regular, respectful feedback strengthens psychological safety. It shows care for each other's growth, not just productivity (Edmonson, 1999).

FEEDBACK CREATES CLARITY AND DIRECTION



Constructive feedback helps people understand what's working, what's not, and where to go next—reducing guesswork and boosting confidence (CCL, 2015).



QUALITY FEEDBACK IS:

Specific, Not Vague

Effective feedback names **what was done, when, and how**—anchored in real examples, not general praise or criticism.

Instead of: "Nice work."

Try: "The way you summarized the client's concerns during the call showed strong listening skills."

Focused on Action

Effective feedback points to **what's next**—specific, observable actions to repeat, improve, or adjust. It focuses on the behavior, not the person.

Instead of: "You're not a strong communicator."

Try: "I noticed the key points were hard to follow. Next time, try..."

Timely & Contextual

Effective feedback is shared close to the moment, while the details are still fresh—while considering the timing, setting, and emotional state of the person receiving it.

Instead of: Waiting for the next formal review cycle.

Try: "I noticed your follow-up questions really moved the conversation forward today."

GIVING & RECEIVING FEEDBACK

Learning Progression & Reflection Tool

EXPLORING

DEVELOPING

NAVIGATING

LEADING

GIVING FEEDBACK



I can use **specific language and examples** to describe at least one strength and one opportunity for improvement to a peer.



I can provide specific, **forward-facing feedback** to a peer, using language and examples **that offer guidance for future action**.

I've chosen the timing and context of sharing feedback with care, and without delay.



I can provide specific, timely, forward-facing feedback that offers guidance for future action in a caring context.

I can focus on **the most important strengths and growth areas based on the person and the context**.



I can model effective feedback in my daily practice, and coach others to give feedback well.

I can contribute to a team culture where feedback is expected, welcomed, and used to grow.

RECEIVING FEEDBACK



I can **listen to feedback with my full attention**.

I can **notice any emotional reaction and reflect on it**.



I can listen to feedback **with focused attention and without defensiveness**, while monitoring my emotions.

I can ask clarifying questions to better understand my strengths or areas for growth.



I can **embrace feedback with openness** as a valuable learning opportunity.

I can **use feedback to make a specific change, and reflect on how it went**.



I can regularly **seek out and integrate feedback** aligned to my goals or growth areas, and reflect on new learning or insight.

I can help others feel safe doing the same.