**Negative, Conciliatory, and Communicative Feedback**

|  |
| --- |
| The Good News: Feedback is essential for individual, community, and organizational effectiveness and learning |
| The Bad News: Feedback often flops, yielding no meaningful exchange of information and driving people apart. |
| Negative Feedback:   * This is often lay-it-on-the –line, critical feedback * It is most the most painful because it tells people straight out what’s wrong * It is most obvious to give and usually follows an avalanche of impulsive comments, such as ‘That was awful. What were you thinking?’ * People need to know what’s wrong – so why not tell them straight out the information is ‘too long,’ ‘ boring,’ ‘uninteresting.’ * The information can be alienating and over the time can provoke defensiveness and negative attitudes * Negative feedback is worsened when it focuses on a person’s core identify rather than a product or an idea. For instance saying ‘ it sounded stupid to me’ or ‘here come last-minute Lucy.’ |
| Conciliatory Feedback   * It is positive and vague in an effort to be supportive and avoid conflict * It comes from the belief that negative feedback will be rejected and relationship harmed. * It uses phrases like ‘OK, that will probably work’ or ‘interesting’ * It is often called social stroking * It is usually read as pleasant, encouraging, and nonthreatening but it is not feedback at all. It is encouragement and conflict avoidance in the guise of feedback. * Its rationale is that relationships are most important and feedback is very difficult, so the person chooses relationships over information * The receiver learns, over multiple occasions, that the feedback is empty and interprets it as evasive or pandering |
| Communicative Feedback   * It clarifies the idea or behavior under consideration (to be sure you are talking about the same thing) * It communicates positive features worth preserving and build upon them * It communicates concerns and suggestions for improvement * Sometimes, it consumes more time and usually requires thought and effort * Receivers interpret it as careful, respectful, and honest |

Parker, D. (2003). *King Arthur’s round table: How collaborative create smart*

*Organizations.* Hoboken, NJ: Wiley & Sons.