

## THE FEEDBACK PLEDGE

- I understand that feedback is **critical** to the success of my colleagues, the organization, and myself
- The feedback I get could be 10% true, but 100% true in **perception**
- The feedback I provide is how I **perceive** things, and not necessarily how things really are
- When I provide feedback, I understand that the other person doesn't have to **accept** it, but it's still worth giving
- **Positive** feedback makes me feel better about myself. **Negative** feedback makes me better
- When I provide **positive** feedback, I will:
  - share with many
  - do it to my colleagues' face and behind their backs
- When I provide **negative** feedback, I will:
  - do it in a **constructive** way as much as possible
  - do my best to deliver it **face-to-face**
  - deliver it once I know the other person is **ready** to take it
  - never do it in front of other people
  - never copy anyone on the email (CC or BCC)
  - say what I mean, mean what I say, and not be mean when I say it
- If I can't take feedback **here** or **now**, I will say it, and be responsible to ask for it later, when I can
- When I receive feedback, I will **acknowledge** it and its intention even if I didn't accept it
- When I give feedback, I will only look for **acknowledgement**, and not for commitment