

# Feedback



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## CREATING A FEEDBACK CULTURE

Prepared by EMCC Turkey

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Feedback is a cornerstone of growth and development for individuals and organizations. Yet this powerful tool is often misunderstood or poorly implemented. Marshall Rosenberg's Nonviolent Communication Model provides an important roadmap for delivering feedback in a more empathetic and constructive way.

## FEEDBACK WITH NONVIOLENT COMMUNICATION APPROACH

Marshall Rosenberg's Nonviolent Communication model breaks down feedback into four basic stages:

- **Observation:** Observing the situation without judgment. "I noticed you didn't comment on the reports at the meeting."
- **Emotion:** Expressing the feelings that the observation evokes in you. "This worries me because I feel like I'm not getting any feedback from the team."
- **Need:** Clearly stating the underlying need. "We need to run a collaborative process as a team."
- **Request:** Expressing a concrete action that the other party can take. "Can you share your views on the reports next time?"

This approach ensures that feedback is clear and concise and also emphasizes empathy in communication.



## THE POWER OF FEEDBACK WITH NUMERICAL DATA

- **Gallup research**, employees who receive regular feedback perform 30% better.
- **Microsoft study** reveals that teams with a feedback-based culture increase employee engagement

by 20% .

- **Harvard Business Review** states that 75% of employees have more trust in managers who offer regular feedback.

## INSPIRATIONAL QUOTE FROM A WELL-KNOWN LEADER

Jack Welch says this about feedback:

**"Feedback is the fuel of leadership. If you can't deliver bad news in a good way, you're not a real leader."**

This quote emphasizes that feedback is not only a development tool but also a key component of leadership success.

## KEYS TO EFFECTIVE FEEDBACK

### 1. Clarity and Clarity

It is important to use concrete and actionable statements, such as:

- "You're awesome!" ,
- "You made a great contribution to the team by clarifying uncertainties throughout the project process."

### 2. Right Timing

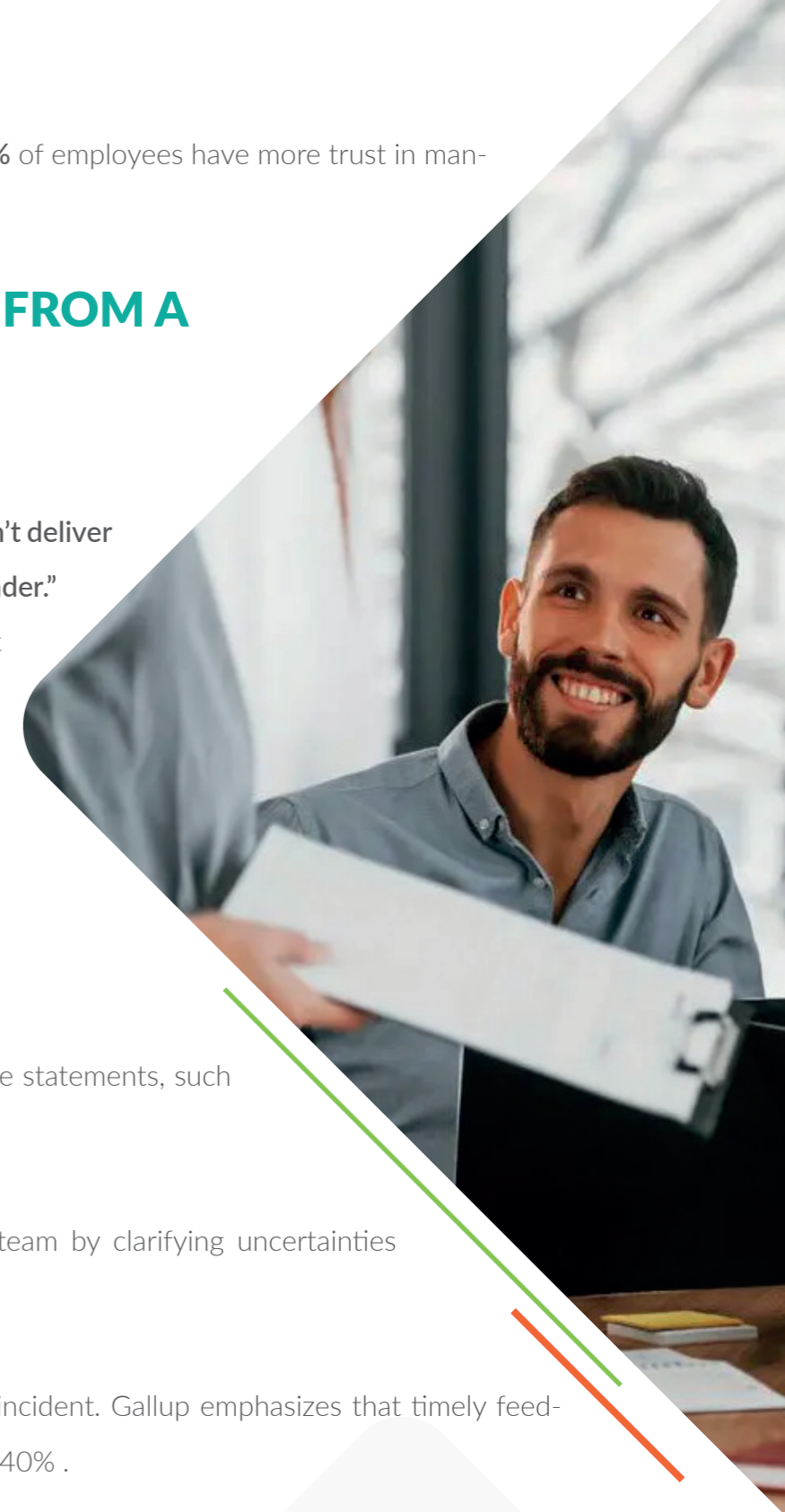
Feedback should be given quickly after the incident. Gallup emphasizes that timely feedback can improve employee performance by 40% .

### 3. Mutual Dialogue

Feedback is a two-way process. Asking questions and getting feedback makes the process more effective.

## FEEDBACK IN COMPANY CULTURE

Companies with regular feedback mechanisms increase both employee engagement and productivity. According to Sorwe data:



- Companies with regular feedback practices increase their productivity by up to 20% .
- 70% of employees prefer to work longer in workplaces where regular feedback is provided.

## GETTING FEEDBACK IS AN ART

Getting feedback is an important part of the development process. Here are a few suggestions:

- **Listen Without Prejudice:** Try to understand rather than be defensive.
- **Ask Questions:** Clarify which behaviors need to change.
- **Say Thank You:** Feedback is an indication that the other party values your development.

## CONCLUSION

Feedback is not a criticism, but a gift when used correctly. Feedback given with empathy and clarity for the development of both individuals and institutions creates lasting success. By adopting an approach supported by Marshall Rosenberg's Nonviolent Communication Model and numerical data, we can transform the feedback process into an effective learning and development tool.

**Remember: Feedback is one of the most powerful tools for both individual and organizational success.**

## SOURCE

- <https://www.forbes.com/councils/forbescommunicationscouncil/2022/01/11/how-to-give-and-receive-feedback-to-strengthen-your-work/>
- <https://hbrturkiye.com/blog/ekibinizi-geribildirim-vermayi-aliskanlik-haline-getirmek>
- <https://www.sorwe.com/tr/blog/geri-bildirim-ile-ileri-bildirim-fark%C4%B1-nedir>



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