

Resources for Staff-Parish Relations Committees

Giving and Receiving Feedback

Feedback *IS*:

- Sincere and plain-speaking
- Self-revealing on the part of evaluators
- Humbly invited, humbly offered
- Contains useful insights
- Dialogue *with* pastor
- Personal and interactive
- Tool for improvement
- Ongoing process in the midst of ministry
- At its best, love in action

Feedback *IS NOT*:

- Winning a point or coercing another
- Passing rumors
- Hiding behind what someone else says
- Advocating a theological perspective
- Something done *to* pastor
- Weapon to be used against an enemy
- Defending one's self or others
- Saving up complaints for a one-time session
- Objective truth

Asking for and Receiving Feedback

- ✓ Specify the feedback you seek and why you are asking.
- ✓ Be sure those giving feedback understand what they are being asked to do.
- ✓ Have adequate time and a setting where you will not be interrupted.
- ✓ Assume positive motive and intention on the part of those giving feedback.
- ✓ Invite feedback givers to offer specific observations from their own experience.
- ✓ Repeat & rephrase comments to be sure you understand what they meant to say.
- ✓ Be aware of your feelings, breathing, physical comfort—call for a break if needed.

Giving Feedback

- ✓ Have adequate time and a setting where you won't be interrupted.
- ✓ Be clear about confidentiality—what can be shared from evaluative session.
- ✓ Avoid ganging up as a group on the one receiving feedback.
- ✓ Assume positive motive and intention on the part of the one receiving feedback.
- ✓ Speak from your own experience—give specific details.
- ✓ Invite questions for clear understanding—did they hear what you meant to say?
- ✓ Divide the feedback itself and conclusions from feedback into different sessions.

*adapted from: Art Gafke, Ministry Assessment Process: Giving and Receiving Feedback, GBHEM