Giving and Receiving Feedback

Feedback IS:

- Sincere and plain-speaking
- Self-revealing on the part of evaluators
- Humbly invited, humbly offered
- Conversation contains useful insights
- Dialogue *with* a 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* a 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 and 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 will not be interrupted.
- Be clear about confidentiality.
- Agree 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 the person 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*, General Board of Higher Educational and Ministry

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