

Mastering the Art of Giving Feedback (A Winning Evaluation)

1. Developing the skill to give feedback (as important as doing your own presentations)
 - a. Quick preparation – done during the meeting
 - b. Systematic thinking – use a tool to capture
 - c. Observe other people and their technique
2. Your role
 - a. Honest feedback in a constructive manner. The speaker does want to hear your feedback.
 - b. Looking for a well crafted – well delivered speech
 - c. Your reaction, your opinion
 - d. What they did well, what to improve upon
3. Before the speech
 - a. Review and discuss their objectives (guided by the manual)
 - b. Ask if there are any areas to pay attention to
 - c. Know that most people want solid feedback and validation of progress
4. During the speech
 - a. Capture your key notes as they are speaking, keep it simple using “+” or “-” points
 - b. Remember what their goals are for self-improvement
5. Personalizing the language
 - a. “I believe...” “I was impressed with...”
 - b. “My reaction was...” “I was confused when I heard....”
 - c. “ I suggest you consider...”
 - d. “ What I saw, heard or felt...”
6. Your evaluation
 - a. Consider it a mini-speech – beginning, body, close
 - b. Two formats: (3 things liked, 2 for improvement, 1 BEST) or What I saw, heard, and felt.
 - c. Conclude on a positive note.
 - d. If you know, comment on their progress in an encouraging way
 - e. Progress to doing it with NO NOTES, do not READ from manual evaluation form

DO's And DON'T's

Do honor the fact that the speaker has spent hours/weeks preparing. You are recapping it in 2-3 minutes.

Do comment on DELIVERY: Eye contact, projection of voice, rate of speaking, body movement, gestures, annoying habits, expressive eyes or face, smile, vocal variety, use of props or visuals, filler words, enunciation, use of time, use of the stage,

DO NOT re-tell the content or the story.

DO comment on the organization, strong opening, well crafted three points, or strong close, easy to understand, great transitions and well chosen words.

Do not tell information about you. It is about them, not you.

DO NOT read the questions and answers from the evaluation form. The speaker will read that later.

DO Identify techniques the speaker used, for example –

- Questions (asked of the audience or rhetorical)
- Audience engagement or participation
- Analogy (a comparison of two things for the purpose of explanation)
- Alliteration (same letter or sound of adjacent words)
- Persuasive, inspiring, motivating, evoked emotion
- Transitions of the three points
- Use of summary at the beginning or end (tell them what you are going to tell them, tell them, then tell what you have told them)

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