FEEDBACK

Exchanging feedback requires responsibility on the part of both the giver and the receiver.

Here is a sample list, not exhaustive, of some things to keep in mind in each role.

Speaker:
> sensitivity
> timing
> context
> owning feelings
> also including appreciations & acknowledgements,
> be honest but also gentle and loving

Listener:
> respond to the truth in what someone else says, rather than the part you disagree with
> welcome feelings
> try not to be defensive
> thank the person for bringing the feedback, give positive reinforcement for risking
> honor the feelings and desires underneath the statements
> hear the person where they're at in whatever form that comes out in

EMAIL

Recommended uses include:
- community-building (borrowing items, ridesharing, etc.)
- announcements
- factual information
- posting agendas
- minutes distribution
- logistics
- background research & documentation
- sending out drafts of proposals

Don't try to use email for:
- upset feelings
- resolving interpersonal tensions
- personal feedback about each other's behavior—unless you know the recipient prefers that
- discussions that have significant emotional content
- revising proposals if there is any emotional charge
- sarcasm

Other things to keep in mind about using email:
- like any format, there are biases; for example, email privileges fast readers and typists, which often includes people who are more verbally articulate and express themselves in a linear way
- remember that some people check email often, others occasionally, others not at all
- use a clear subject line to help people filter what to read, because most people receive more emails than they can give good attention to
- have alternate means of transmission available as needed (put minutes into a common notebook for the record, put a note in someone's mailbox if they don't do email, and so on)