

# Informal Peer-to-Peer Feedback Guide

› Informal peer-to-peer feedback is ongoing, in-the-moment development advice that employees give to their coworkers.

Effective informal feedback between peers can create a supportive work environment, enable personal professional development, and improve team performance.

## › Six Key Characteristics of Informal Peer-to-Peer Feedback

Listed below are six elements of effective informal feedback. Each element is necessary in order to give, seek, and receive feedback that is clear, useful, and motivating to your peers.

### Specific

Feedback should reference specific actions the peer took or specific pieces of their work.

### Timely

Give feedback as soon as possible after the action or event.

### Constructive

Feedback should be framed as an opportunity to improve performance rather than as a “weakness.”

### Relevant

Feedback should help the peer do their job better and be within the peer’s power to improve.

### Proactive

Provide feedback proactively, not just when peers request it.

### Reciprocal

Be receptive to feedback your peers provide to you by seeking it out when you need information about your performance.

## › Four Steps to Delivering Informal Peer-to-Peer Feedback

Because peers only have influence, not formal authority, over each other, the method of delivering peer feedback is important. To get your peers to listen and to motivate them to implement your advice, use this non-confrontational approach to deliver informal peer-to-peer feedback.

### Step 1: State your observation of peer’s behavior.

*Example: I noticed that you forgot about our team brainstorming session.*

### Step 2: State the impact of the behavior on the team, the project, the department, or the organization.

*Example: When you skip brainstorming sessions, you miss out on important details and the team loses your valuable insights.*

### Step 3: How can we work together to improve the situation?

*Example: I’m happy to hear your ideas, whether it be a calendar meeting reminder or something else.*

### Step 4: Obtain agreement on a plan of action from your peer.

*Example: What do you think? Do you think this will help you manage your schedule better?*

*Source: International Association of Fire Chiefs, Crew Resource Management: A Positive Change For the Fire Service, 2002*