

## Tips for Managers | Ideas from Human Resources

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### Giving Corrective Feedback: Insights from the Scriptures

(Reference: Doctrine and Covenants 121:39-43)

#### SCRIPTURE

39. We have learned by sad experience that it is the nature and disposition of almost all men, as soon as they get a little authority, as they suppose, they will immediately begin to exercise unrighteous dominion.

40. Hence many are called, but few are chosen.

41. No power or influence can or ought to be maintained by virtue of the priesthood, only by persuasion, by long-suffering, by gentleness and meekness, and by love unfeigned;

42. By kindness, and pure knowledge, which shall greatly enlarge the soul without hypocrisy, and without guile –

43. Reproving betimes with sharpness, when moved upon by the Holy Ghost; and then showing forth afterwards an increase of love toward him whom thou hast reproved, lest he esteem thee to be his enemy;

#### DEFINITIONS TO CONSIDER (REGARDING VERSE 43)

(Reference: Webster's New World Dictionary, Roget's Thesaurus)

- Reprove = admonish, correct, or counsel (not berate, scold, or criticize)
- Betimes = early, promptly, or quickly (not from time-to-time, later, or never)
- Sharp = clear, distinct, or unmistakable (not harsh, severe, or unfeeling)

#### POINTS TO REMEMBER WHEN GIVING CORRECTIVE FEEDBACK

- 1) Give feedback “early on” in a situation when feedback is necessary. Don't wait for the situation to get worse.
- 2) Get to the point; be clear, open, and honest with the individual.
- 3) Always follow the promptings of the Holy Ghost.
- 4) Show an *increase of love* toward the individual after you've given him feedback.
- 5) Don't create enemies; try to maintain healthy and loving relationships with others at all times.