

**Getting Work Done Right**  
**Marty Petillo, Olbrich Botanical Gardens**  
**Madison Nonprofit Day, Oct 29, 2013**

Supervision = Getting work done through others

Expect + Inspect

Attitude, Focus, Practice

*Resource:*

**Supervising Volunteers, An Action Guide**  
**for Making Your Job Easier**

Available at [www.energizeinc.com](http://www.energizeinc.com)

**Key points in giving feedback**

1. Effective feedback is DESCRIPTIVE, SPECIFIC, and TIMELY.
2. Do not assume others understand your perspective, motives, or feelings.

**Suggested steps for giving negative feedback**

1. Describe the behavior.
2. Say how it makes you feel.
3. Tell what should have been done.
4. Share your assumptions why it happened.
5. Indicate its effect on others (consequences).
6. Discuss ways to change.