

Objective

Participants will gain greater understanding on how to give feedback that helps people.

Trust Objectives



- Talk Straight - Letting people know where you stand
- Demonstrate Respect - Respect the dignity of every person and every role...don't attempt to be efficient with each other
- Extend Trust - Demonstrating a propensity to trust...don't withhold trust because there is risk involved

Introduction



As a team, we are moving so fast that we might not take the time to effectively give feedback to each other. This video demonstrates the value of slowing down and learning how to give and receive effective feedback. As you watch, look for examples of effective and ineffective feedback.

Watch Video



[Play the video Blind Spots by clicking here.](#) Good feedback is essential but risky. How do you help people without offending them?

- Give effective feedback to each other
- Communicate candidly and respectfully

Facilitate

Discussion



Option 1: Debrief as a large group, asking questions of the entire audience.

Option 2: Break into smaller/table groups, giving them 10-15 minutes to discuss. Then, have each group share their answers to the last two questions with the entire audience. Option 1 will take less time, but Option 2 may increase impact of learning.

Ask:

- What examples of ineffective feedback did you see in the film? What impact did it have each time?
- What are the characteristics of effective feedback? What did Jyl do differently in talking to Carmen?
- What principles of effective feedback should we live by in our team?

Review guidelines for effective feedback and tie back to the participants' responses to help make connections:

1. **Check Your Intent.** Make sure your motive is to help the other person, as well as to fulfill your own responsibilities. If your motive is not genuine, reconsider giving feedback.
2. **Ask Permission.** Don't assume that people are ready to receive feedback. If they are not ready, wait for a better time.
3. **Describe Your Concerns.** A key to effective feedback is to describe your feelings and concerns - not the person. "It seems to me that..." "I'm concerned about..."
4. **Give specific Examples.** Give facts rather than opinions; state what you have observed. "You were late for work Monday, Tuesday, and Friday." "On Monday, Sally had to fill in for you and do her work as well."
5. **Listen Empathically.** Listen to the response to your feedback without judging or interrupting. You may learn something. "I'm interested in your view of this situation." "So you are saying..." "It sounds like you feel..."

Ask: Should we incorporate any of these into our team behaviors for giving feedback?

Conclusion



As a company, our aspirational goal is "To be the BEST!" Feedback is a key tool for improving both individual and team performance, enabling us to be better. Effective feedback helps individuals understand what they did well and what they could do better without causing defensiveness or offending anyone. As a team, let's get better at giving and receiving effective feedback.