

LeaderShift 

LeaderShift 

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Feedback

The Breakfast of CHAMPIONS

*The Art & Craft of Providing
Feedback*



WELCOME



Peaceful
Joyful
Purposeful
Mindful
Energized
Prosperous
Grateful
Reflective
Intentions
Aware
Balanced
Generous
Compassionate
Curious
Healthy

Make sure to share your LeaderShift experiences with your peers



@LEADSleaders

@leadershifton



#leadershift

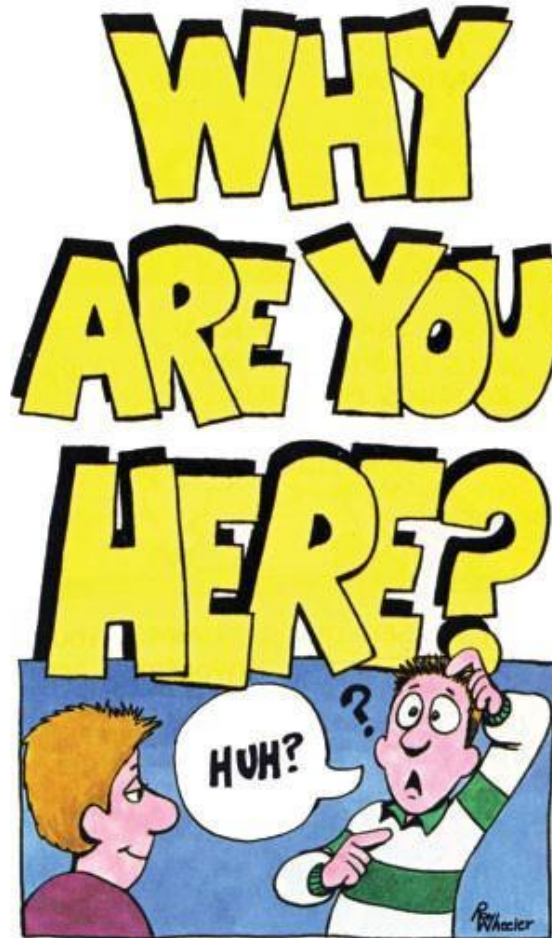
#leadershipmatters

#StartALeaderShift

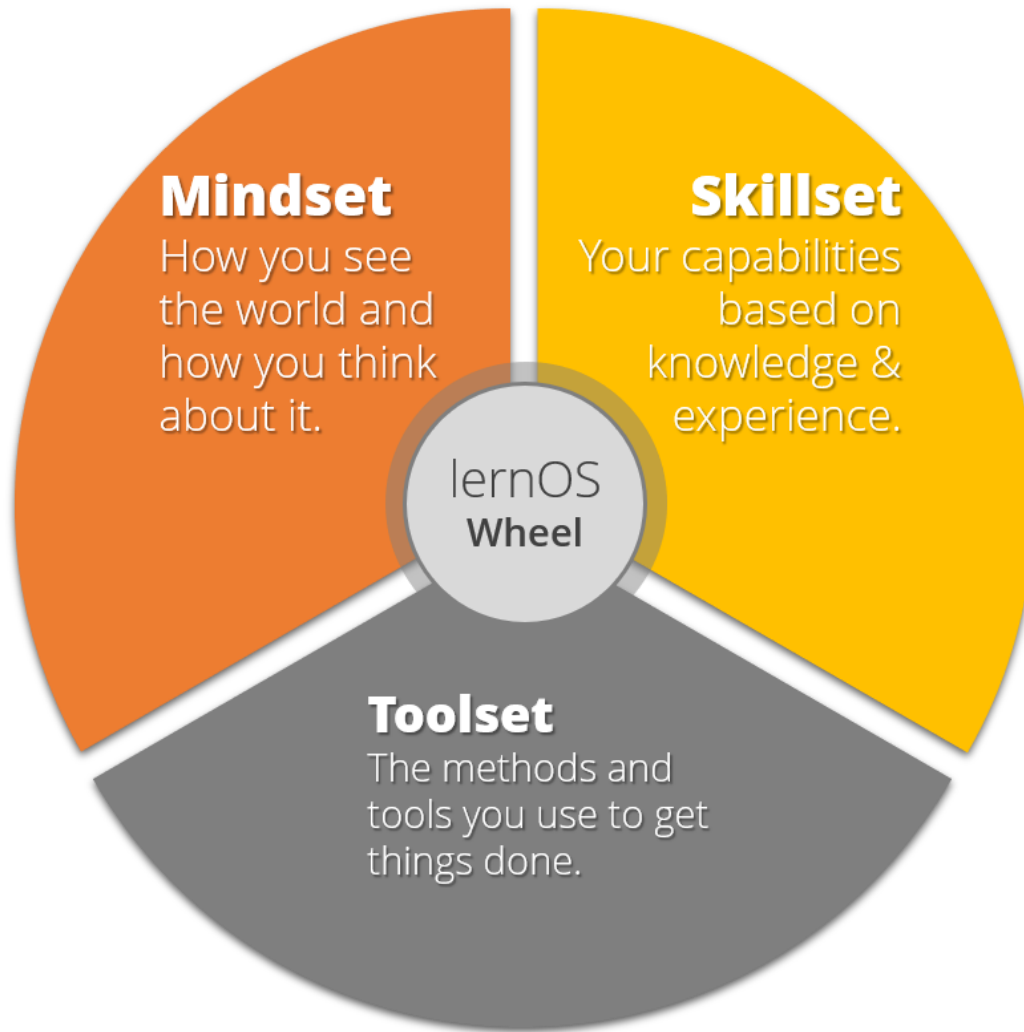
#ONHealth

Don't forget to share and discuss on your LEADS Community for Practice

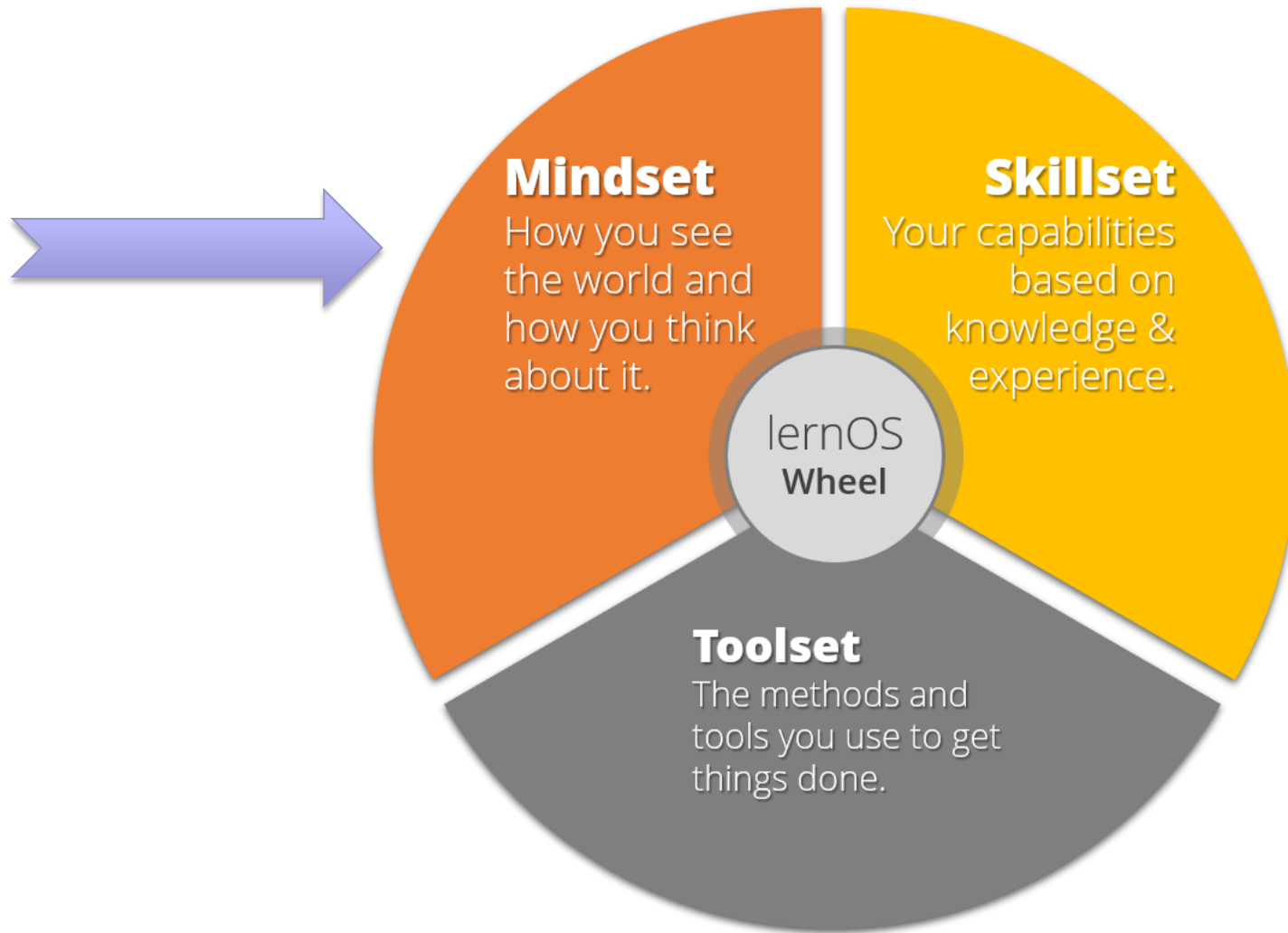
I'm Curious?



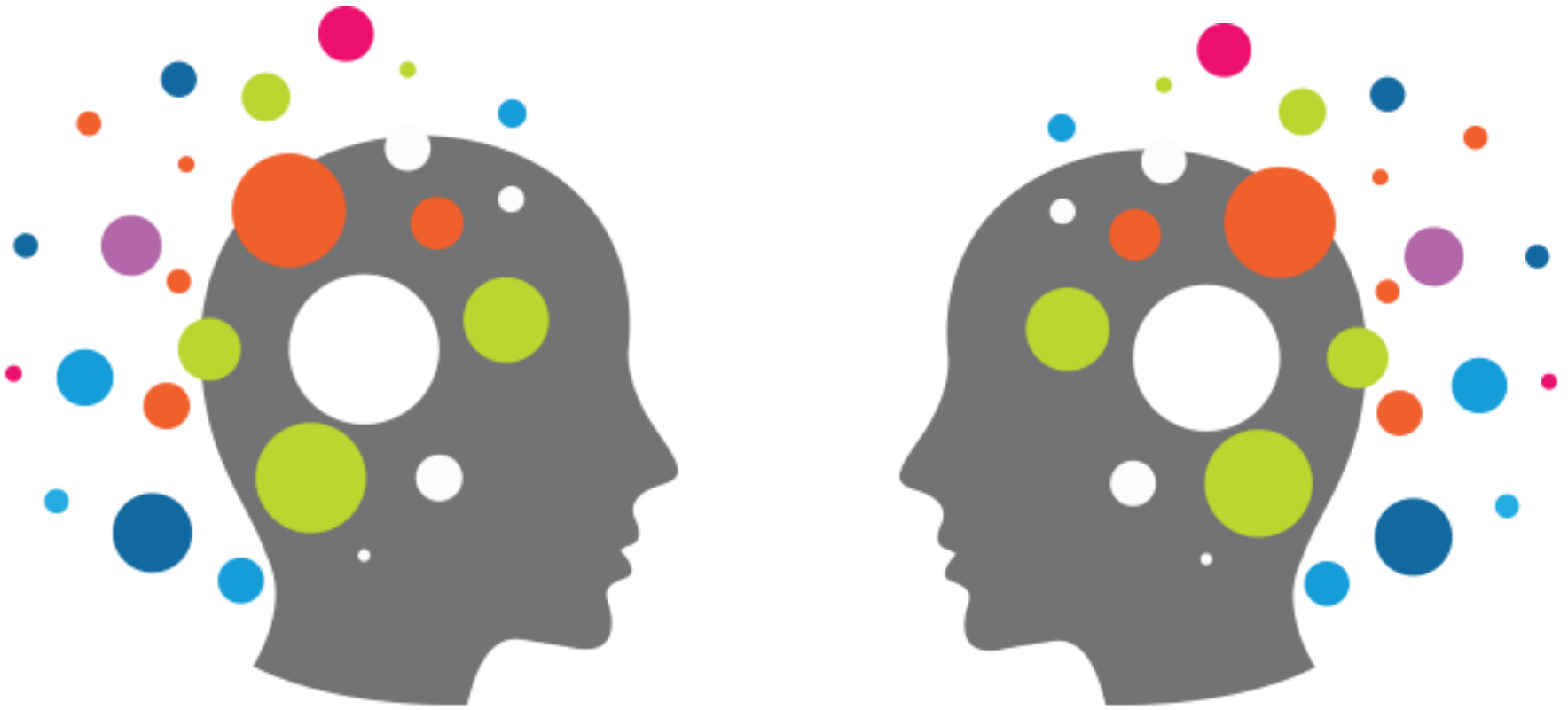
Essential Elements



Essential Elements



MINDSET





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Let's Explore

- What, if anything, gets in the way of you giving feedback?



Let's Explore

- What, if anything, gets in the way of you giving feedback?
- How comfortable are you in receiving feedback?
 - What would help you better receive it and/or what have you experienced that set the stage for you to be receptive?

Lets Explore

- What, if anything, gets in the way of you giving feedback?
- How comfortable are you in receiving feedback?
 - What would help you better receive it and/or what have you experienced that set the stage for you to be receptive?
- What is the cost of not providing or receiving it?

Open Self

Information about yourself that you and others know.

Blind Self

Information you don't know but others know about you.

Hidden Self

Information you know about yourself but others don't.

Unknown Self

Information about yourself that neither you or others know.

Open Self

Information about yourself and others that you and others know.

Blind Self

Information you don't know but others know about you.

Hidden Self

Information you know about yourself but others don't.

- * Greater Trust
- * Feedback
- * Sharing Information

Information about yourself that neither you or others know.

Preparing to Provide Feedback

GETTING YOUR MINDSET CLEAR

IT'S
ALL
ABOUT
YOU

- What is your purpose/intent in providing it?
- Choose the time (for you and them).
- Hold them capable.
- What do you know about engaging them?
- It is specific, focused on *behaviour* that can be *changed*, and timely.
- How much am I going to provide - Limit to the amount of feedback the person can use.
- Feedback should be clarified (not defended) to avoid misunderstanding.
- Check your judgement language.
- Get clear to what kind of feedback it is.

deliberate

Preparing to Provide Feedback

GETTING YOUR MINDSET CLEAR

- Get clear to what kind of feedback it is.
 - Developmental
 - Performance Related

IT'S
ALL
ABOUT
YOU

deliberate

What does time management have to do with it?

	Urgent	Not Urgent
Important	<p>I</p> <p>Fire Fighting</p> <p>Crises Pressing problems Deadline-driven projects</p>	<p>II</p> <p>Quality Time</p> <p>Prevention, capability improvement Relationship building Recognizing new opportunities Planning, recreation</p>
Not Important	<p>III</p> <p>Distraction</p> <p>Interruptions, some callers Some mail, some reports Some meetings Proximate, pressing matters Popular activities</p>	<p>IV</p> <p>Time Wasting</p> <p>Trivia, busy work Some mail Some phone calls Time wasters Pleasant activities</p>

Receiving Feedback

The Green Tail

- If one person says you have a green tail, the person is crazy
- If two people say you have a green tail, it's a conspiracy
- If seven people say you have a green tail, you turn around and look!
 - It doesn't mean they are correct, but they must have a reason they think you do.

You need to explore that reason!

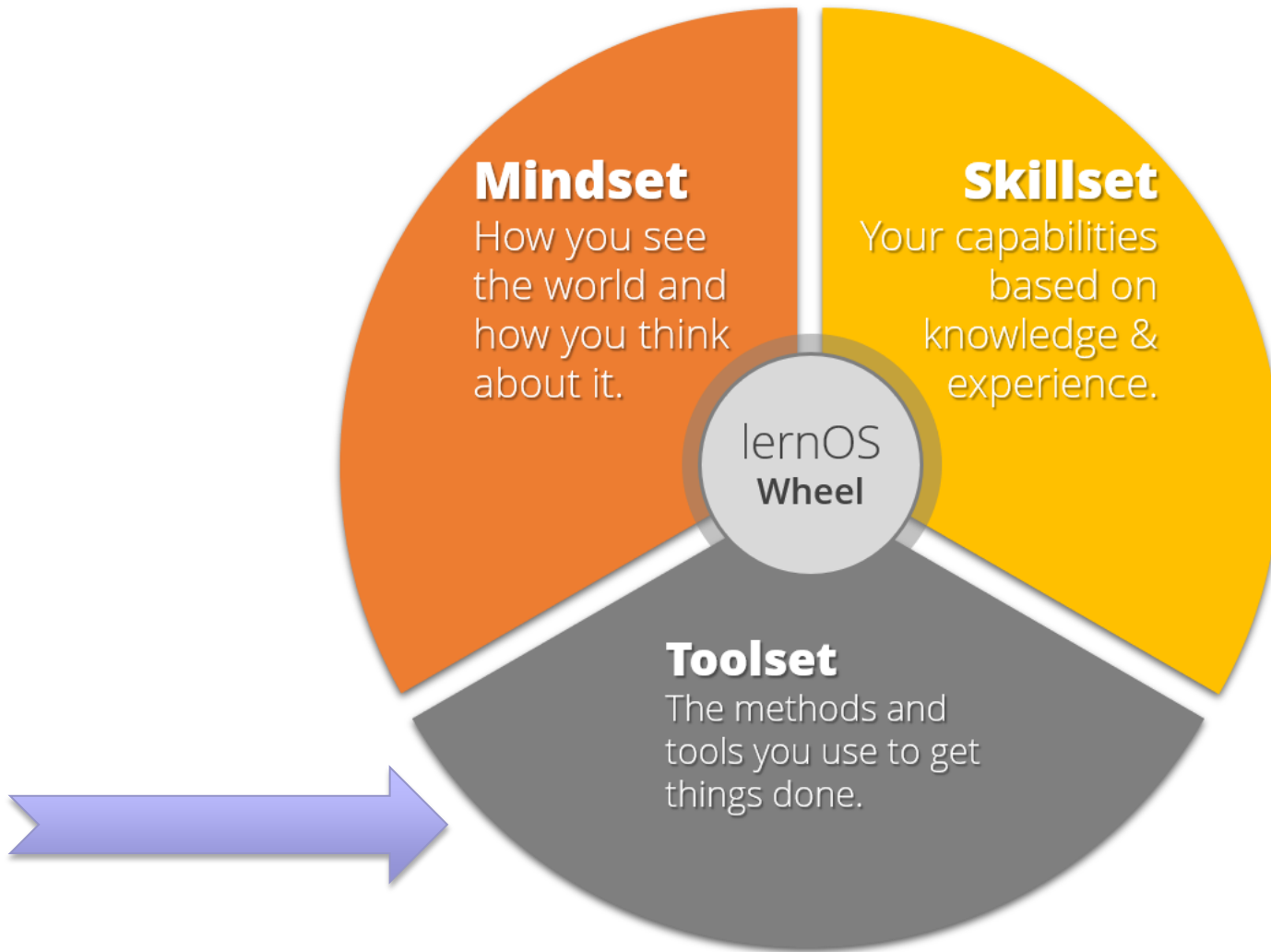


Let's REFRAME

WHAT WOULD YOU NEED TO DO TO REFRAME?



Essential Elements



Characteristics of Effective Feedback

- **Permission based:** (where appropriate and possible)
- **Clearly stated intention:** Tell them why you are sharing it
- **Specific:** It should contain specific information rather than generalisations
- **Accurate:** It should be factual and clear
- **Objective:** Feedback should be unbiased and unprejudiced
- **Timely:** It should be given as soon as possible after completion of a task (however, at times it might not be possible and may be delayed to a more appropriate time and place)
- **Usable:** Relate the feedback to goals and strategies so the individual can use it for the stated intention

Characteristics of Effective Feedback

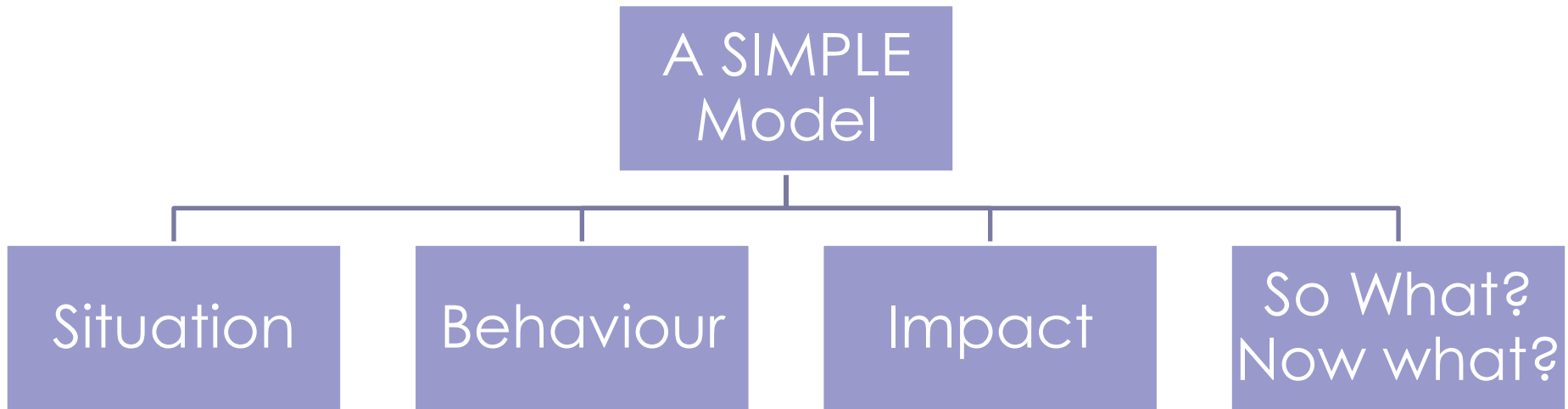
- **Desired by the receiver:** Feedback can still be effective even in those who don't actively seek it, however those who are seeking feedback will often be more motivated to improve performance
- **Checked for understanding:** Clarify understanding with the individual to ensure they are getting the most out of their feedback

PERSONAL BIAS

NO FEEDBACK SANDWICH



So many models. Not enough time.... 😞



Situation

- Context
 - Permission
 - Intention
 - Time/Space
- Where did you observe the situation?
- What did you hear about the situation?
- Check for alignment.

Behaviour

- What did you observe?
 - Curiosity vs. Judgement
 - Be aware of your filters and style
 - Be objective
- What are you curious about?

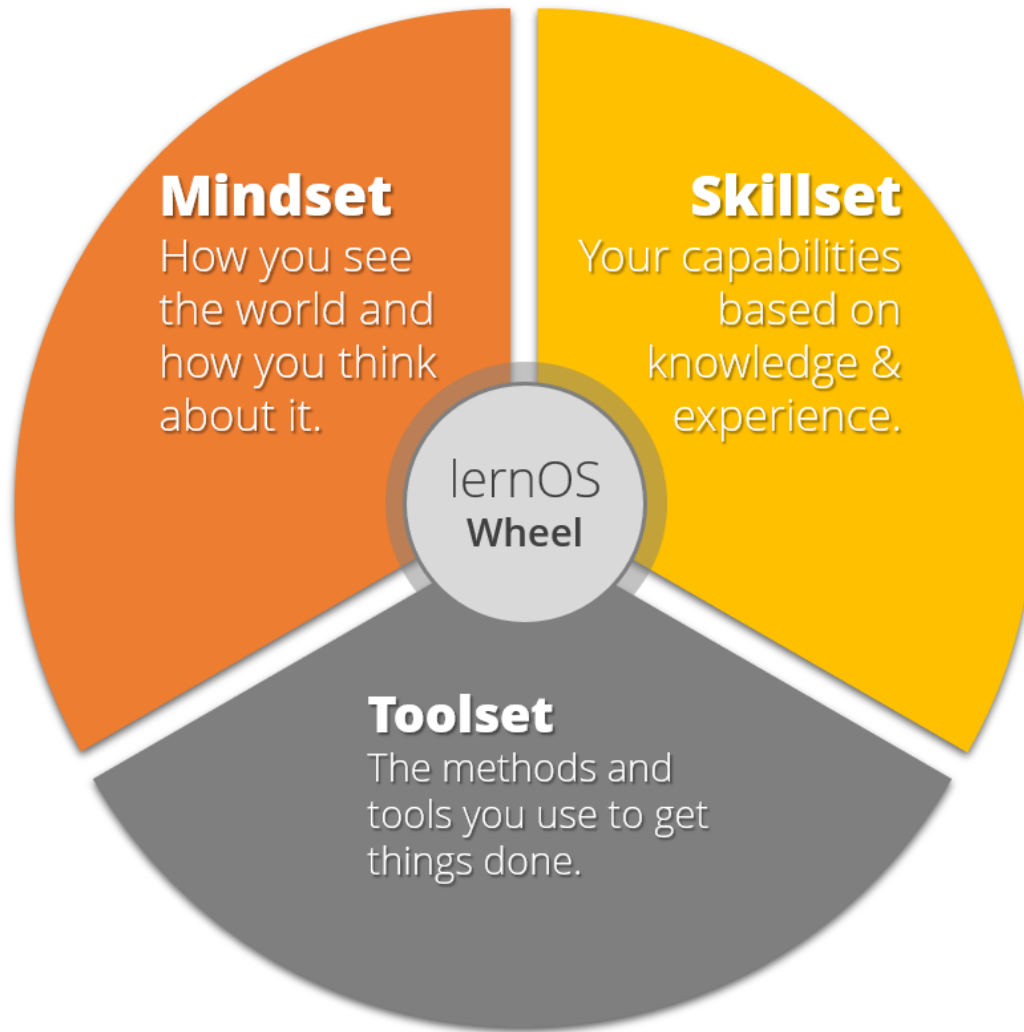
Impact

- ONLY ON YOU!!
 - Don't speak for others
 - Language matters (you vs. I)
 - Take ownership for the impact
- Be curious about intentions

So What? Now What

- What are your expectations now that you have delivered the feedback?
 - Nothing, it was simply information you wanted to share.
 - Corrective actions required
 - What are those actions?
 - What support do they need?
 - What might get in the way?
 - Where does the accountability lie?
 - Check for alignment and commitment.

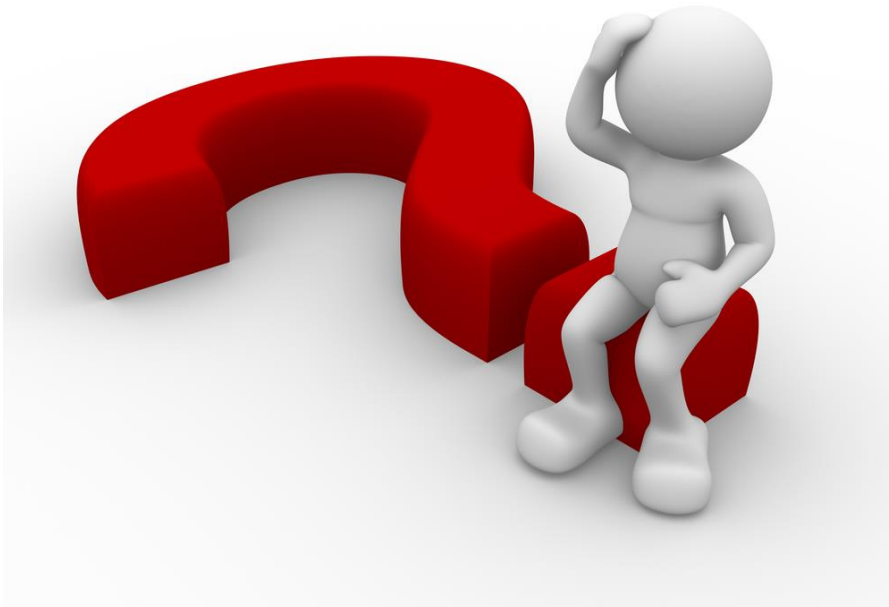
Essential Elements



A Word About Skill Set

- Practice Practice Practice
- Think about your communication skills
 - Listening
 - Asking Questions
 - Etc.....
- Seek feedback
 - When your not doing it (providing feedback).
 - When you did it and want to explore how it worked.
- Build accountability for yourself.

Closing



thank
you!