

Feedback & Accountability Conversations

Sept 2024

"Leadership and learning are indispensable to each other." - JFK

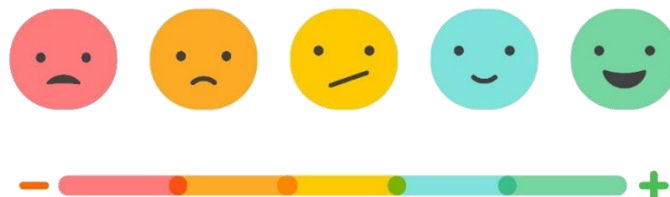
Feedback & Accountability Conversations

Today's objectives:

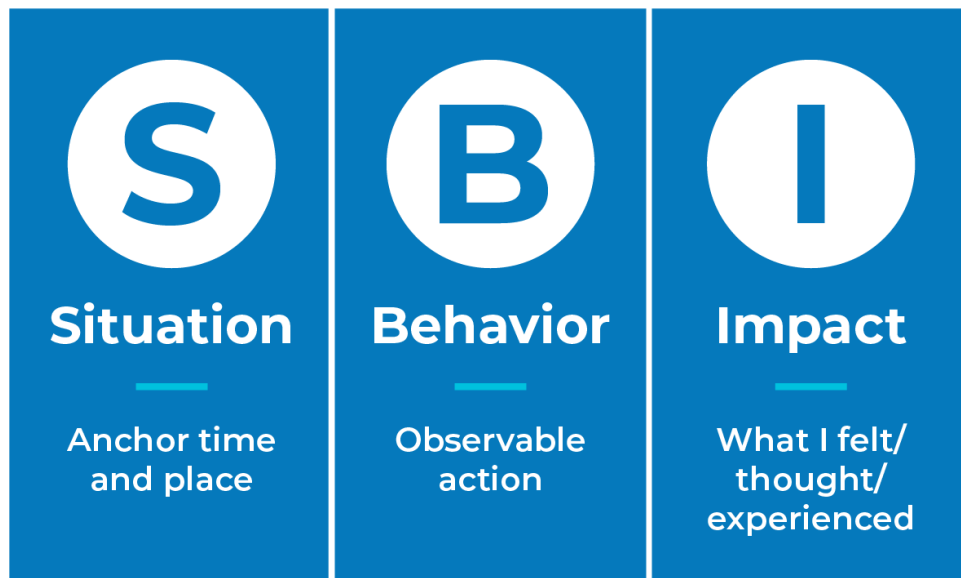
- Learn the SBI model to deliver a focused message.
- Practice delivering feedback to recognize desired behaviors and constructively redirect undesirable behaviors.
- Learn the GROW model to drive results through accountability.

The Whys of Feedback:

What is Feedback?	Types of Feedback	Barriers to Receiving Feedback
Information given to a person with the intention of improving his/her performance.	<ul style="list-style-type: none"> • Appreciation • Coaching • Evaluation 	<ul style="list-style-type: none"> • Truth • Relationship • Identity



The SBI Method



Notes:

The SBI Method—Practice

Situation:

Behavior (Observable):

Impact:

Positive Feedback I need to give:

Situation:

Behavior (Observable):

Impact:

Corrective Feedback I need to give:

Accountability Conversations (GROW Model)

GROW	What is the purpose?	Questions the coach asks:
Goal Where we want to go	<ul style="list-style-type: none"> Define clearly WHAT to achieve. Establish focus for the conversation, for the task, or for the gap. 	<ul style="list-style-type: none"> What do you want to have change in this situation? What's one thing you want to change? What's your vision for what it looks like? What do you want from this situation?
Reality Establishes current state	<ul style="list-style-type: none"> Identify the current state. Stretch them out of their comfort zone. The opportunity to dig deeper. Understand fears that may be showing up or they are not addressing. 	<ul style="list-style-type: none"> What are the issues, challenges? How far away are you from your goal? What is standing in your way? Are you stuck? What are your strengths? Limitations? What skill needs to be developed?
Options Discover possibilities	<ul style="list-style-type: none"> Ask open-ended questions for collaboration. Explore – opportunity to stretch. 	<ul style="list-style-type: none"> What outcome do you want? What would it look like? How has this worked in the past? What have you already tried? What might work best? If you could start over, what would you change?
Way Forward Sets the path	<ul style="list-style-type: none"> Convert options to action steps. Identify roadblocks and overcoming strategies. Gain commitment on the actions. Emphasize your support and establish accountability. 	<ul style="list-style-type: none"> What needs to happen? What is the most important thing to do now? What are the consequences of not addressing this issue? Who is already doing what you want to achieve? What's stopping you or standing in your way? What will you do, by when?

Practice Accountability Conversations

GROW	What is the purpose?	Notes:
<p>Goal Where we want to go</p>	<ul style="list-style-type: none"> • Define clearly WHAT to achieve. • Establish focus for the conversation, for the task, or for the gap. 	
<p>Reality Establishes current state</p>	<ul style="list-style-type: none"> • Identify the current state. • Stretch them out of their comfort zone. • The opportunity to dig deeper. • Understand fears that may be showing up or they are not addressing. 	
<p>Options Discover possibilities</p>	<ul style="list-style-type: none"> • Ask open-ended questions for collaboration. • Explore – opportunity to stretch. 	
<p>Way Forward Sets the path</p>	<ul style="list-style-type: none"> • Convert options to action steps. • Identify roadblocks and overcoming strategies. • Gain commitment on the actions. • Emphasize your support and establish accountability. 	