

GIVING AND RECEIVING

Feedback



MANAGER ESSENTIALS

"Leadership and learning are indispensable to each other."

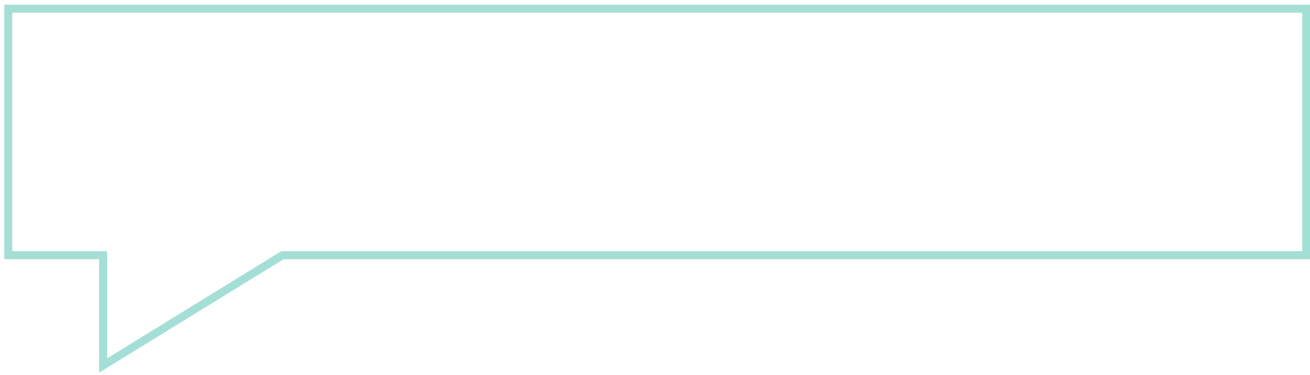
- JFK

Giving and Receiving Feedback

Today's Objectives:

- ✓ Define feedback.
- ✓ Understand the barriers to giving and receiving feedback.
- ✓ Practice delivering feedback to recognize desired behaviors and constructively redirect undesirable behaviors.

The Whys of Feedback:



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

The SBI Method



Notes:

The SBI Method - Partner Practice

Situation:	Behavior (Observable):	Impact:

Positive Feedback I Need to Give:

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Situation:	Behavior (Observable):	Impact:

Corrective Feedback I Need to Give:

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Notes:

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